

# Punjab Ghar Ghar Rozgar & Karobar Mission: In-Depth Analysis

## Mission Objectives:

The Punjab Ghar Ghar Rozgar & Karobar Mission (PGGRKM) is a comprehensive initiative launched by the Government of Punjab to address the state's unemployment challenges. Its primary objectives are:

- **Skill Development:** Provide unemployed youth with the necessary skills and knowledge to become employable in various sectors. This includes training in IT, agriculture, manufacturing, healthcare, hospitality, and other emerging fields.
- **Self-Employment:** Encourage and support individuals to become self-employed by providing access to financial assistance, mentorship, and business development training. This fosters entrepreneurial spirit and contributes to economic growth.
- **Entrepreneurship Development:** Equip aspiring entrepreneurs with the skills needed to establish and manage successful businesses. This includes training in business plan development, marketing strategies, financial management, and legal compliance.

## Key Features:

- Targeted Intervention: PGGRKM focuses on specific demographic groups with high unemployment rates, including youth from rural areas, women, and marginalized communities.
- Sector-Specific Approach: The mission caters to different industrial sectors by providing tailor-made training programs and support services relevant to each industry's needs and demands.
- Financial Assistance: PGGRKM offers various financial schemes to support skill development, self-employment, and entrepreneurship initiatives. This includes subsidies, loans, and grants to cover training costs, equipment purchases, and business establishment expenses.
- Infrastructure Development: The mission invests in building and upgrading skill development centers across the state to provide quality training infrastructure and facilities.
- Collaboration and Partnerships: PGGRKM collaborates with various stakeholders such as industry associations, educational institutions, and NGOs to leverage expertise and resources for effective program implementation.
- The Punjab government would formally launch "Ghar Ghar Rozgar", its employment mission, on September 5 at Mohali.  
The launch will be kicked off with an "Employers Meet" at ISB, Mohali, from 11 am to 1 pm to be followed by a state-level job fair at GMADA Stadium, Mohali, from 2:30 pm to 4 pm.
- Rakesh Verma, secretary (industries), said the employers meet would serve as a platform to get insights from the industry and employers on various aspects of employment generation strategies.
- He said that the conference would draw employers from different segments of MSME, large and mega industry and different sectors of industry such as manufacturing, construction, retail, food processing, hospitality, IT etc.
- The event will see participation from the leading industry experts like Ishar Judge Ahluwalia, Chairperson of India Council for Research on International Economics, Krish Iyer, India CEO Walmart, Paul Oswal, Chairman Vardhman Textiles Ltd, Rajinder Gupta,

Chairman Trident Group and AS Mittal Viced Chairman Sonalika International Tractors Ltd, among others.

## Eligibility and Application Process:

- **Eligibility Criteria:** Indian citizens residing in Punjab with an age below 35 and a minimum educational qualification of 10th pass are eligible to participate in PGGRKM programs.
- **Application Process:** Interested individuals can visit their local employment office and submit an application form along with required documents such as Aadhaar card, PAN card, and educational certificates.

## Punjab Ghar Ghar Rozgar & Karobar Mission (PGGRKM): A Deep Dive

The Punjab Ghar Ghar Rozgar & Karobar Mission (PGGRKM) is a multifaceted initiative launched by the Government of Punjab to combat unemployment and empower individuals, particularly in rural areas and marginalized communities, through:

### 1. Skill Development:

- **Program Variety:** PGGRKM offers various short-term and long-term skill development programs across diverse sectors like IT, agriculture, manufacturing, healthcare, and hospitality, catering to different interests and needs.
- **Focus on Employability:** Programs are designed to equip individuals with industry-relevant skills and knowledge, enhancing their job market competitiveness and securing sustainable employment.

- Multiple Delivery Channels: PGGRKM collaborates with government-run Industrial Training Institutes (ITIs), private skill development centers, and industry associations to offer programs across the state.
- Quality Assurance: Standardized curriculum, qualified trainers, and regular assessments ensure high-quality training and maximize learning outcomes.

## 2. Self-Employment:

- Financial Assistance: PGGRKM provides subsidies and loans to individuals to start their own businesses, covering expenses like equipment purchase, raw materials, and business establishment.
- Mentorship and Business Development: Dedicated mentors provide guidance and support to aspiring entrepreneurs, while business development services assist with market research, marketing strategies, and legal compliance.
- Sector-Specific Focus: Programs cater to sectors like agriculture, food processing, handicrafts, and handloom weaving, leveraging local resources and traditional skills to promote self-employment opportunities.
- Incubation Centers: PGGRKM establishes business incubation centers offering subsidized office space, shared resources, and networking opportunities to support startup ventures.

## 3. Entrepreneurship Development:

- **Training Programs:** PGGRKM offers dedicated programs on business plan development, financial management, marketing strategies, legal compliance, and other essential entrepreneurship skills.
- **Startup Support and Funding:** The mission facilitates access to angel investors, venture capitalists, and government funding schemes to provide financial resources for promising startup ventures.
- **Networking Opportunities:** Events, workshops, and conferences connect aspiring entrepreneurs with experienced professionals, fostering collaboration and knowledge sharing.

#### Benefits for Rural Areas and Marginalized Communities:

- **Enhanced Skill Levels:** PGGRKM equips individuals with skills relevant to local economic opportunities, improving their employability and income-earning potential.
- **Promotes Entrepreneurship:** Financial assistance, mentorship, and business development services empower individuals to start their own businesses, fostering economic self-reliance and community development.
- **Increased Access to Resources:** Programs are designed to be accessible and inclusive, ensuring individuals from marginalized communities have equal opportunities to participate and benefit.
- **Reduces Rural-Urban Migration:** By providing employment and self-employment opportunities in rural areas, PGGRKM discourages migration to urban centers, promoting balanced development and improving rural livelihoods.

## Impact and Achievements:

- Trained thousands of individuals across various skill development programs.
- Supported the establishment of numerous micro, small, and medium enterprises (MSMEs) across the state.
- Increased income levels and improved livelihoods for individuals and families.
- Contributed to economic growth and development of rural areas.

## Challenges and Future Directions:

- Reaching Remote Areas: Expanding program outreach and ensuring accessibility to individuals in remote villages and communities.
- Addressing Gender Gap: Increasing female participation in skill development and entrepreneurship initiatives.
- Sustainability and Funding: Exploring innovative funding models to ensure long-term program implementation and support.
- Adapting to Technological Advancements: Continuously updating training programs to equip individuals with skills relevant to emerging technologies and industries.

Overall, the Punjab Ghar Ghar Rozgar & Karobar Mission plays a crucial role in empowering individuals and communities, promoting rural development, and contributing to the overall economic growth of Punjab. By continuously adapting and addressing challenges, PGGRKM has the potential to further enhance its impact and create a brighter future for the state.

## Impact and Achievements:

PGGRKM has made significant progress in addressing unemployment in Punjab, achieving the following key outcomes:

- **Skilled workforce:** Thousands of individuals have received skill training through various PGGRKM programs, enhancing their employability and enabling them to secure jobs in their chosen fields.
- **Business creation:** The mission has supported the establishment of numerous micro, small, and medium enterprises (MSMEs), promoting economic activity and generating employment opportunities.
- **Increased income and livelihood:** By empowering individuals with skills and entrepreneurial opportunities, PGGRKM has contributed to improved income levels and enhanced quality of life for many families across the state.

## Challenges and Future Directions:

Despite its achievements, PGGRKM faces certain challenges:

- **Lack of awareness:** Disseminating information effectively to reach all eligible individuals across the state remains a crucial area of focus.
- **Skill mismatch:** Aligning training programs with the actual skill demands of the job market requires continuous monitoring and adaptation.



- Sustainable financing: Ensuring long-term financial support for the mission's various initiatives is essential for sustained impact.

Moving forward, PGGRKM aims to further enhance its impact by:

- Expanding outreach: Utilizing digital platforms and community outreach programs to reach a wider audience and ensure inclusive participation.
- Promoting innovation: Encouraging the development of innovative skill development programs and entrepreneurial ventures in emerging sectors.
- Strengthening partnerships: Collaborating with industry leaders and educational institutions to provide relevant training and facilitate job placements.
- Building a robust monitoring and evaluation framework: Continuously assessing the effectiveness of programs and adapting strategies based on data-driven insights.

Conclusion:

The Punjab Ghar Ghar Rozgar & Karobar Mission plays a crucial role in tackling unemployment and empowering individuals to become self-reliant and contributing members of the state's economy. Its multi-pronged approach, focused on skill development, self-employment, and entrepreneurship development, has already yielded positive results and has the potential to create significant impact in the years to come. By addressing existing challenges and continuously adapting to evolving needs, PGGRKM can further strengthen its efforts to build a more skilled, employed, and prosperous Punjab.

# Punjab Ghar Ghar Rozgar & Karobar Mission: An Extensive Exploration

## Detailed Analysis of Mission Components:

### 1. Skill Development:

- Program Types: PGGRKM offers short-term and long-term skill development programs across various sectors, catering to diverse needs and interests. Some examples include:
  - Short-term skill training: Courses in IT, soft skills, computer literacy, basic accounting, and others aiming to enhance employability in specific job roles.
  - Vocational training: Programs focusing on technical skills relevant to specific trades such as electrician, plumber, mechanic, and tailoring.
  - Apprenticeship programs: On-the-job training opportunities in collaboration with industries, allowing individuals to learn practical skills under expert guidance.
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- Delivery Partners: PGGRKM collaborates with various training providers, including government-run Industrial Training Institutes (ITIs), private skill development centers, and industry associations.
- Quality Assurance: The mission emphasizes quality training by implementing standardized curriculum, qualified trainers, and regular assessments to ensure program effectiveness.

### 2. Self-Employment:

- Financial Assistance: PGGRKM provides financial support in the form of subsidies and loans to eligible individuals to start their own businesses. This includes:
  - Subsidies: Partial financial support for costs associated with equipment purchase, raw materials, and other business establishment expenses.
  - Loans: Access to low-interest loans through partner banks and financial institutions to finance business operations and expansion.
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- Mentorship and Business Development Services: PGGRKM offers mentorship programs connecting aspiring entrepreneurs with experienced professionals for guidance and support. Additionally, it provides business development services such as market research, marketing strategy development, and legal compliance assistance.
- Focus on Specific Sectors: The mission has dedicated programs tailored to promote self-employment in sectors like agriculture, food processing, handicrafts, and handloom weaving, leveraging local resources and traditional skills.

### 3. Entrepreneurship Development:

- Business Incubation Centers: PGGRKM establishes business incubation centers across the state, providing entrepreneurs with subsidized office space, shared resources, and networking opportunities.
- Entrepreneurship Development Programs: The mission offers training programs designed to equip individuals with the necessary skills to manage and grow their businesses. These programs cover topics like business plan development, financial management, marketing strategies, and legal compliance.

- **Startup Support and Funding:** PGGRKM facilitates access to angel investors, venture capitalists, and government funding schemes to support promising startup ventures.

#### Impact Assessment and Performance Measurement:

- **Monitoring and Evaluation System:** PGGRKM employs a robust monitoring and evaluation system to track the progress and impact of its programs. This system measures key metrics such as:
  - Number of individuals trained
  - Placement rate of trained individuals
  - Number of businesses established
  - Increase in income and employment generation
  - Sustainability of businesses
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- **Data-Driven Decision Making:** The collected data is used to assess program effectiveness, identify areas for improvement, and adapt strategies based on emerging trends and needs.
- **Transparency and Accountability:** PGGRKM regularly publishes reports and data on its website to ensure transparency and accountability to stakeholders.

#### Future Challenges and Opportunities:

- **Technological Advancements:** Adapting training programs to equip individuals with skills relevant to emerging technologies and industries.
- **Gender Equality:** Increasing female participation in skill development programs and entrepreneurial ventures.
- **Rural Outreach:** Strengthening outreach efforts to ensure inclusive participation and access to opportunities for individuals in rural areas.
- **Sustainable Financing:** Exploring innovative financing models to ensure long-term financial sustainability for the mission's initiatives.
- **Partnerships and Collaboration:** Engaging with a broader network of stakeholders, including international organizations, to leverage expertise, resources, and best practices.

Overall, the Punjab Ghar Ghar Rozgar & Karobar Mission stands as a comprehensive and impactful initiative addressing unemployment and promoting self-reliance in Punjab. By continuously evolving and adapting to challenges and opportunities, PGGRKM has the potential to play a pivotal role in shaping a brighter future for the state and its citizens.

Aims and Objectives of PGRKAM Society:

1. The main aims of the Society are:
  1. To create necessary framework to facilitate Wage and Self-employment for the unemployed people of the State of Punjab
  2. To improve employability through skill training/ skill up-gradation.
  3. To identify areas having potential for employment generation and to harness that potential with government intervention.
2. The main objectives to be pursued by PGRKAM Society are:
  1. To create an exhaustive data base of Unemployed Household in the State of Punjab. Also to create all such databases as may be necessary for the purpose of employment generation. Creating web portals for generating and managing such data. Conducting surveys etc for creation of such database.
  2. To develop and promote an eco-system amongst all stakeholders, which is conducive to employment Generation.
  3. To enable the establishment of flexible delivery mechanisms that respond to the characteristics of a wide range of needs of all stakeholders.
  4. To promote public-private partnership models (Including CSR) to encourage private sector initiatives in the field of Employment Generation.
  5. To Plan and set targets including preparation of State Employment Plan and District Employment Plan.

6. To develop and oversee the functionalities of Ghar Ghar Rozgar portal which will facilitate the registration of all eligible job seekers registration of job providers and organizing job fairs etc online either in-house or through professional firm via project Management Consultant(s).
7. To facilitate the job seekers for placement in Govt./ Private Jobs/ Overseas Employment and Skill training as per the aptitude and skills of the Job seeker.
8. To facilitate Punjab Youth in Overseas Study and to undertake such ancillary activities may lead to fulfilment of this object.
9. To do social mobilization of the Job seekers with focus on Unemployed Household.
10. To conduct and support Research and Development in the Employment Generation Sector(s) to learn from innovative and emerging trends globally for improving rate of employment.
11. Establishing call centers and keeping consultants for culling out and managing data regarding unemployment/ employment for pushing employment generation program with vigor.
12. To co-ordinate and monitor the 22 District Bureaus of Employment and Enterprises (DBEE's) formed in the districts.
13. To take such actions, incidental, ancillary or conducive to the attainment of the objects stated above or any other similar object, as per requirement prescribed by Central Government or State Government or any other organization.

#### Projects under PGRKAM

Following projects are being undertaken by PGRKAM at present:

1. Punjab Job Helpline to reach out to every household and provide employment facilitation
2. Online Coaching & training for providing free of cost training/ coaching to candidates looking for jobs in government sector.
3. Full-fledged digital platform to provide online platform for all stakeholders of the department to interact.
4. Social media platform utilization for maximum outreach to make public aware of the activities, initiatives and services of the department.
5. Foreign Study and Placement Cell (FS&PC) to facilitate youth of Punjab in going abroad for foreign study and placement in a fair and transparent manner.

#### Office of PGRKAM

- Ground Floor
- Punjab Mandi Board Building
- Sector 65A, SAS Nagar.

#### Officers of PGRKAM

- Mission Director, PGRKAM -cum- Director, Employment Generation & Training, Punjab
- Additional Mission Director
- General Manager
- District Employment Generation & Training Officer
- Deputy General Manager (Finance)
- Additional Mission Director (Research)

- Deputy Mission Director (Research)

Contact details

- E-mail - [pgrkam.degt@gmail.com](mailto:pgrkam.degt@gmail.com)
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## Punjab Ghar Ghar Rozgar & Karobar Mission: Providing Employment and Entrepreneurship Opportunities

The Punjab Ghar Ghar Rozgar & Karobar Mission aims to address unemployment in Punjab by empowering youth with skills and resources for self-employment and entrepreneurship.

Benefits:

- Employment for unemployed youth: The mission offers training and financial assistance to unemployed youth across various sectors like IT, agriculture, and manufacturing.
- Self-employment opportunities: Financial assistance is provided to help individuals start their own businesses, promoting self-reliance and economic growth.
- Entrepreneurship development: Training programs equip youth with essential business skills like writing plans, marketing strategies, and financial management.

Eligibility:

- Indian citizen
- Resident of Punjab
- Age below 35
- Minimum education: 10th pass

Application process:

- Visit the local employment office.
- Submit the application form with relevant details including name, address, age, qualifications, and program interest (skill development, self-employment, or entrepreneurship).
- Attach required documents like Aadhaar card, PAN card, and educational certificates.

Contact information:

- Department of Employment Generation, Skill Development & Training, Punjab Government
- Website: [www.pgrkam.gov.in](http://www.pgrkam.gov.in)
- Toll-Free Number: 1800-111-4567

This initiative holds immense potential to enhance the lives of countless young individuals in Punjab by fostering entrepreneurship and self-reliance. The mission's support for skill

development and business creation will contribute significantly to economic growth and employment generation within the state.

Ghar Ghar Rozgar Yojana is a program launched by the Government of India to provide employment to unemployed people in rural areas. This scheme focuses on skill development, self-employment, and entrepreneurship.

Benefits of the scheme:

- Provide employment to unemployed people in rural areas.
- Provide skill development to people so that they can become self-employed.
- Promote economic development in rural areas.

Services provided under the scheme:

- Skill Development: Under this scheme, financial assistance is provided to rural people to participate in various skill training programs. These programs include driver training, electrician training, fitter training, etc.
- Self-Employment: Under this scheme, financial assistance is provided to rural people to start their own businesses. This assistance can be used to purchase machinery, equipment, and other necessary resources.
- Entrepreneurship: Under this scheme, training is provided to rural people to develop entrepreneurial skills. This training includes business plan writing, marketing, and financial management.

Eligibility for the scheme:

- Applicant must be a citizen of India.
- Applicant must be above 18 years of age.
- Applicant must be a resident of a rural area.
- Applicant must have a minimum educational qualification of 10th pass.

How to apply for the scheme:

- Applicants need to apply at their local Employment Office.
- The application form should include the applicant's name, address, age, educational qualifications, and interest in a skill training or self-employment or entrepreneurship program.
- Applicants must also submit other required documents along with the application form, such as Aadhaar card, PAN card, and educational certificates.

Contact information for the scheme:

- National Rural Livelihood Mission (NRLM)
- Ministry of Rural Development
- Government of India
- Website: [www.nrlm.gov.in](http://www.nrlm.gov.in)
- Toll-Free Number: 1800-111-4567

I hope this information is helpful for you. Please let me know if you have any other questions.

- Services offered: The program offers job fairs, training programs, and assistance with finding employment.
- Registration: To register, you will need to provide your name, contact information, and proof of residency. You can register online or in person.



- Eligibility: To be eligible, you must be a resident of Punjab and be unemployed or underemployed.
- Job fairs and training programs: The program offers a variety of job fairs and training programs throughout the year. You can find a list of upcoming events on the program website.
- Fees: There is no fee to participate in the program.
- Benefits: Some of the benefits of participating in the program include access to job opportunities, skill development, and career counseling.

Here are some additional details about the program:

- The program is funded by the Punjab government.
- The program has helped thousands of people find jobs.
- The program is open to people of all ages and backgrounds.

## More Job-Related Searches:

Keywords by Job Type:

- General:
  - Jobs near me
  - Entry-level jobs
  - Remote jobs
  - Work-from-home jobs
  - Part-time jobs
  - Full-time jobs
  - Internship
  - Apprenticeship
  - Freelance work
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- Specific Industries:
  - Healthcare jobs
  - Education jobs
  - Technology jobs
  - Finance jobs
  - Marketing jobs
  - Sales jobs
  - Engineering jobs
  - Construction jobs
  - Retail jobs
  - Hospitality jobs
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Keywords by Skill:

- Technical Skills:
  - Programming
  - Database management
  - Web development

- Data analysis
- Cloud computing
- Cybersecurity
- Artificial intelligence
- Machine learning
- Software engineering
- Network engineering

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● Soft Skills:

- Communication
- Teamwork
- Problem-solving
- Time management
- Leadership
- Customer service
- Adaptability
- Creativity
- Critical thinking
- Organization

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Keywords by Location:

● Specific Cities:

- Jobs in [City name]
- [City name] career opportunities
- Openings in [City name]

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● Remote Work:

- Remote jobs [Industry]
- Work from anywhere
- Remote jobs with flexible hours
- No location required jobs

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Other Job-Related Searches:

● Salary information:

- Average salary for [Job title]
- Salary range for [Job title] in [City]
- How much do [Job title]s make?

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● Company research:

- Best companies to work for
- Reviews of [Company name]
- [Company name] employee benefits
- Culture at [Company name]

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- Job search tips:
  - How to write a resume
  - How to prepare for an interview
  - How to network for a job
  - Best job search websites
  - How to find a job in a recession
  - How to change careers

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#### Additional Resources:

- Job boards: Indeed, LinkedIn, Glassdoor, Monster, CareerBuilder
- Government websites: USAJOBS, U.S. Department of Labor, State employment agencies
- Professional associations: Industry-specific associations often list job openings
- Networking events: Industry conferences, meetups, career fairs

#### Tips for effective job searches:

- Use a variety of keywords: Don't limit yourself to just one or two keywords.
- Be specific: The more specific your search, the more likely you are to find relevant results.
- Use filters: Many job boards allow you to filter your search by location, job type, salary, and other criteria.
- Network with people in your field: Networking can be a great way to learn about job openings and get your foot in the door.
- Be persistent: It may take some time to find the right job, so don't give up.

I hope this information is helpful!

Sure, here are some answers to your questions about foreign counseling:

- What is foreign counseling?

Foreign counseling is a type of counseling that helps people who are planning to study or work abroad. Counselors can help with a variety of tasks, such as choosing a program, applying for visas, and finding accommodation.

- How can foreign counseling help me?

Foreign counseling can help you in a number of ways, including:

- Choosing the right program: There are many different programs available for studying or working abroad. A counselor can help you find a program that is a good fit for your interests and qualifications.
- Applying for visas: The visa application process can be complex and time-consuming. A counselor can help you complete the paperwork and ensure that you are meeting all of the requirements.
- Finding accommodation: Finding accommodation abroad can be challenging. A counselor can help you find a safe and affordable place to live.

- Adjusting to life abroad: Adjusting to life in a new country can be difficult. A counselor can provide you with support and guidance as you adjust to your new surroundings.
- How do I find a foreign counselor?

There are a number of ways to find a foreign counselor. You can search online, ask your friends or family for recommendations, or contact your local university or college.

- How much does foreign counseling cost?

The cost of foreign counseling can vary depending on the counselor's experience and the services they offer. Some counselors charge an hourly rate, while others charge a flat fee.

- What are some of the benefits of foreign counseling?

There are many benefits to foreign counseling, including:

- Increased chances of success: Studies have shown that people who use foreign counseling are more likely to be successful in their studies or work abroad.
- Reduced stress: The visa application process and adjusting to life in a new country can be stressful. Foreign counseling can help you reduce stress and anxiety.
- Increased confidence: Foreign counseling can help you feel more confident about your ability to succeed abroad.
- What are some of the challenges of foreign counseling?

There are a few challenges to foreign counseling, including:

- Finding a qualified counselor: It is important to find a counselor who is qualified and experienced.
- Cost: Foreign counseling can be expensive.
- Language barriers: If you do not speak the language of the country you are planning to study or work in, you may have difficulty communicating with your counselor.

Overall, foreign counseling can be a valuable resource for people who are planning to study or work abroad. If you are considering using foreign counseling, be sure to do your research and find a qualified counselor who can meet your needs.

## Punjab Private Jobs: Your Questions Answered

Frequently Asked Questions:

What types of private jobs are available in Punjab?

- IT and Software
- Manufacturing
- Healthcare
- Education
- Retail
- Hospitality
- Finance and Banking

- Agriculture

Where can I find private jobs in Punjab?

- Online job boards: Indeed, Naukri.com, LinkedIn, Glassdoor, Monster
- Government websites: Punjab Employment Service
- Recruitment agencies
- Company websites
- Networking

What are the steps to applying for a private job in Punjab?

1. Review job description and qualifications
2. Submit resume and cover letter
3. Complete online application
4. Attend interview
5. Follow up with employer

Tips for getting a private job in Punjab:

- Tailor resume and cover letter to each job
- Highlight relevant skills and experience
- Practice interviewing skills
- Network with professionals
- Be persistent

Average salaries for private jobs in Punjab:

- Software developers: ₹4-8 lakhs per year
- Production engineers: ₹3-6 lakhs per year
- Doctors: ₹6-10 lakhs per year
- Teachers: ₹3-5 lakhs per year
- Sales associates: ₹2-3 lakhs per year
- Hotel managers: ₹5-8 lakhs per year
- Accountants: ₹3-5 lakhs per year

Additional Resources:

- Punjab Ghar Ghar Rozgar and Karobar Mission
- Punjab Skill Development Mission
- Punjab Bureau of Investment Promotion

## Queries related to No-Schooling Education Jobs in Punjab:

Understanding No-Schooling:

- What is no-schooling?

No-schooling, also known as unschooling or natural learning, is an educational philosophy that prioritizes self-directed learning and natural exploration over traditional classroom schooling.

Job Opportunities:

- Can I get a job in Punjab without formal schooling?

Yes, it is possible to get a job in Punjab without formal schooling. While many employers prefer candidates with academic qualifications, some value skills and experience more.

Focus on Skills:

- What skills are valued in the Punjab job market?

Some of the most valued skills in the Punjab job market include:

- Technical skills: Computer skills, coding, data analysis, digital marketing.
- Soft skills: Communication, teamwork, problem-solving, critical thinking, adaptability.
- Vocational skills: Carpentry, welding, electrical work, plumbing, tailoring.
- Entrepreneurial skills: Business planning, marketing, sales, finance.

Job Search Strategies:

- How can I find no-schooling-friendly jobs in Punjab?

Here are some strategies for finding jobs that align with no-schooling principles:

- Network with people in your field: Attend industry events, workshops, and meet-ups.
- Highlight your skills and experience on your resume and cover letter.
- Focus on demonstrating your abilities through projects, portfolios, and volunteer work.
- Consider freelance or entrepreneurial opportunities.
- Look for employers who value skills and experience over formal qualifications.
- Connect with organizations supporting alternative education:
  - Punjab Skill Development Mission
  - National Institute for Open Schooling
  - Aga Khan Rural Support Programme (AKRSP)

Challenges and Resources:

- What are the challenges of finding a job without formal schooling?

Some challenges you may face include:

- Lack of recognition for no-schooling as a valid form of education.
- Competition from candidates with formal qualifications.
- Difficulty demonstrating your skills and experience.

There are resources available to help you overcome these challenges:

- No-schooling support groups: These groups provide information, resources, and encouragement to no-schooling families.
- Online resources: Websites and blogs offer advice on career options and job search strategies for no-schoolers.
- Mentorship programs: Connect with experienced professionals who can guide you in your career path.

Additional Tips:

- Be confident in your abilities and experiences.
- Develop a strong network of contacts.
- Be persistent and don't give up easily.

Remember, success in finding a job doesn't depend solely on formal schooling. By focusing on your skills, highlighting your experience, and using available resources, you can increase your chances of finding a fulfilling career in Punjab.

## 5th Standard Education Job Queries in Punjab (Text Only):

### Job Availability:

- Getting a job in Punjab with only a 5th standard education is challenging but not impossible. Many employers value practical skills and experience alongside formal qualifications.

### Focus on Skills:

- Develop valuable skills like basic literacy, numeracy, vocational skills (carpentry, tailoring, welding, etc.), communication, teamwork, problem-solving, adaptability, and physical strength/stamina.

### Job Search Strategies:

- Network within your community, focus on small businesses and local industries, seek apprentice or trainee positions, consider self-employment, and connect with NGOs and government programs like Punjab Skill Development Mission, National Institute for Open Schooling, and Aga Khan Rural Support Programme.

### Challenges and Resources:

- Face challenges like competition from higher-qualified candidates, limited access to formal job markets, and lower starting salaries. Utilize resources like skill development programs, no-schooling support groups, and government schemes to overcome these challenges.

### Additional Tips:

- Be confident in your abilities, develop a strong work ethic, be willing to learn new things, network actively, and don't give up easily.

Remember: Your success in finding a job doesn't solely depend on formal education. By focusing on your skills, gaining relevant experience, and utilizing available resources, you can increase your chances of finding a fulfilling career in Punjab.

## Job Queries for 8th Standard Education in Punjab:

### Job Availability:

- Finding a job in Punjab with an 8th standard education is more feasible than with a 5th standard education. While higher qualifications are preferred, your additional years of learning provide a stronger foundation for acquiring new skills and securing employment.

### Focus on Skills:

- Develop and highlight skills like:
  - Literacy and Numeracy: Improved reading, writing, and mathematical abilities.
  - Vocational Skills: Explore and refine basic skills in carpentry, tailoring, welding, plumbing, electrical work, etc.
  - Soft Skills: Enhance communication, teamwork, problem-solving, critical thinking, and adaptability.

- Computer Skills: Familiarity with basic computer operations and applications.

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#### Job Search Strategies:

- Expand your network: Connect with professionals in your field, attend industry events, and participate in workshops.
- Target specific sectors: Focus on industries known for accepting lower formal qualifications, like construction, agriculture, hospitality, and retail.
- Seek apprentice/trainee programs: Gain valuable experience and learn new skills through structured training programs.
- Consider freelance/self-employment: Leverage your existing skills and interests to build your own business.
- Utilize government resources:
  - Punjab Ghar Ghar Rozgar and Karobar Mission: Provides job fairs, training programs, and job placement assistance.
  - Punjab Skill Development Mission: Offers skill training programs in various industries.
  - National Institute for Open Schooling: Supports continuing education and skill development.

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#### Challenges and Resources:

- Limited job opportunities for certain sectors: May face competition from higher-qualified candidates for specific positions.
- Lower starting salaries: Compared to individuals with higher qualifications.

#### Overcome these challenges by:

- Demonstrating your skills and experience through projects, portfolios, and volunteer work.
- Developing strong communication and interpersonal skills.
- Networking actively and building relationships.
- Taking advantage of skill development programs and educational opportunities.
- Being persistent and resilient in your job search.

#### Additional Tips:

- Be confident in your abilities and potential.
- Develop a strong work ethic and positive attitude.
- Be willing to learn new things and adapt to changing circumstances.
- Don't give up easily and persevere in your job search.

Remember: While formal education plays a role, your success in finding a job also depends on your skills, experience, and determination. By actively seeking opportunities, developing your abilities, and utilizing available resources, you can increase your chances of finding a fulfilling career in Punjab with an 8th standard education.



## 10th Standard Education Job Queries in Punjab (Text Only):

### Job Availability:

- With a 10th standard education, you have a wider range of job options in Punjab compared to those with lower qualifications. Formal education is still preferred, but possessing relevant skills and experience significantly increases your employability.

### Focus on Skills:

- Enhance your skills in various areas:
  - Academics: Strengthen your core skills in English, mathematics, and other subjects learned in your 10th standard curriculum.
  - Technical: Gain proficiency in computer skills, coding, data analysis, digital marketing, etc. (if applicable to your desired field).
  - Vocational: Explore vocational skills like carpentry, tailoring, welding, plumbing, electrical work, etc., depending on your interests and opportunities.
  - Soft Skills: Develop strong communication skills, teamwork, problem-solving, critical thinking, adaptability, and time management.

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### Job Search Strategies:

- Utilize online platforms: Search for jobs on reputable websites like Indeed, LinkedIn, Naukri.com, Monster, and government websites like Punjab Employment Service.
- Network actively: Build connections with people in your field through industry events, workshops, meet-ups, and social media.
- Highlight transferable skills: Emphasize relevant skills gained through your education, part-time jobs, internships, or volunteer work on your resume and cover letter.
- Focus on specific industries: Research and target specific industries in Punjab that offer job opportunities aligned with your skills and interests.
- Consider skill development programs: Enroll in government-sponsored programs like Punjab Skill Development Mission or explore private training options to enhance your skillset.

### Challenges and Resources:

- Competition: You may face competition from candidates with higher qualifications or specialized skills.
- Experience gap: Lack of work experience can be a hurdle.
- Salary limitations: Starting salaries might be lower compared to those with higher education.
- Utilize available resources:
  - Government schemes: Punjab Ghar Ghar Rozgar and Karobar Mission offers job fairs, training programs, and employment assistance.
  - No-schooling support groups: These groups offer guidance and resources for individuals seeking non-traditional career paths.

- Skill development programs: Enhance your skills and gain industry certifications.
- Career counseling: Seek professional guidance to identify your strengths, interests, and suitable career options.

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#### Additional Tips:

- Stay informed: Keep yourself updated about job market trends, industry demands, and emerging career opportunities.
- Be proactive: Don't wait for opportunities to come to you. Network, apply for jobs proactively, and showcase your skills and potential.
- Be confident: Believe in your abilities and highlight your achievements during interviews and job applications.
- Develop a strong work ethic: Be punctual, reliable, and dedicated to your work.
- Be persistent: Don't get discouraged by setbacks. Keep learning, improving, and applying for jobs to reach your career goals.

Remember, with a 10th standard education, you can still build a successful career in Punjab by focusing on continuous learning, skill development, and proactive job search strategies.

## 12th Standard Qualification Job-Related Queries in Punjab:

#### Job Availability:

- Possessing a 12th standard qualification significantly opens more doors to various job opportunities in Punjab. While employers still prioritize higher education, having relevant skills and experience alongside your 12th standard certificate can make you a strong candidate.

#### Focus on Skills:

- Enhance your skills in several domains:
  - Academics: Solidify your core skills in subjects relevant to your desired career path.
  - Technical: Gain proficiency in computer skills, coding, data analysis, digital marketing, etc. (depends on your chosen field).
  - Vocational: Explore vocational skills like carpentry, tailoring, welding, plumbing, electrical work, etc., based on your interests and potential job opportunities.
  - Soft Skills: Develop strong communication, teamwork, problem-solving, critical thinking, time management, and leadership skills.

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#### Job Search Strategies:

- Expand your online search: Utilize reputable job boards like Indeed, LinkedIn, Naukri.com, Glassdoor, and government websites like Punjab Employment Service.
- Network extensively: Build connections with professionals in your field through industry events, workshops, conferences, online communities, and social media platforms.
- Tailor your resume and cover letter: Highlight your transferable skills, relevant experiences, and accomplishments gained through your 12th standard education, internships, volunteer work, or part-time jobs.

- Target specific industries: Focus your job search on industries that match your skills and interests. Research potential companies and their job requirements within these industries.
- Consider higher education: Explore pursuing higher education, such as diploma courses, bachelor's degrees, or vocational training programs, to further enhance your skillset and increase your employability.

#### Challenges and Resources:

- Competition: You might face competition from graduates with professional degrees or specialized skills.
- Lack of experience: Limited work experience may hinder your job prospects.
- Salary limitations: Initial salaries might be lower than those with higher qualifications.
- Utilize available resources:
  - Government programs: Punjab Ghar Ghar Rozgar and Karobar Mission provides job fairs, training programs, and employment assistance.
  - Skill development programs: Punjab Skill Development Mission offers various programs to enhance your skills and gain industry-specific certifications.
  - Career counseling: Seek professional guidance to identify suitable career options, develop your skills, and prepare for job interviews.
  - Online resources: Utilize websites and platforms like National Career Service, Unistudy, and Shiksha.com for job search assistance, career guidance, and educational resources.

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#### Additional Tips:

- Stay informed: Keep yourself updated about trends in the job market, industry demands, and emerging career opportunities within your chosen field.
- Be proactive: Don't wait for opportunities to come to you. Actively network, apply for jobs, and showcase your skills and potential to employers.
- Build a strong online presence: Create a professional online profile on platforms like LinkedIn and highlight your skills, experience, and achievements.
- Develop a strong work ethic: Be punctual, reliable, dedicated to your work, and demonstrate a positive attitude during interviews and throughout your career.
- Be persistent: Don't get discouraged by setbacks. Keep learning, improving your skills, and applying for jobs to achieve your career goals.

Remember: Having a 12th standard qualification is a valuable asset in the Punjab job market. By focusing on continuous learning, skill development, proactive job search strategies, and building a strong professional network, you can increase your chances of landing a fulfilling and rewarding career in Punjab.

Query: How do I register on the PGRKAM portal?

Answer: To register on the PGRKAM portal, follow these steps:

1. Go to the PGRKAM website: <https://www.pgrkam.com/signin>

2. Click on the "Register" button in the top right corner.
3. Select the appropriate registration category (Jobseeker, Employer, etc.).
4. Fill out the required information in the registration form.
5. Click on the "Submit" button.

Query: What types of jobs are available on PGRKAM?

Answer: The PGRKAM portal lists a wide variety of jobs across various industries, including:

- IT and Software
- Manufacturing
- Healthcare
- Education
- Retail
- Hospitality
- Finance and Banking
- Agriculture

Query: How do I apply for jobs on PGRKAM?

Answer: To apply for a job on PGRKAM, follow these steps:

1. Find a job that you're interested in.
2. Click on the "Apply Now" button.
3. Review the job description and qualifications carefully.
4. Upload your resume and cover letter.
5. Click on the "Submit" button.

Query: What are the eligibility criteria for applying for jobs through PGRKAM?

Answer: The eligibility criteria for applying for jobs through PGRKAM vary depending on the specific job. However, some general eligibility criteria include:

- You must be a citizen of India.
- You must be at least 18 years old.
- You must possess the required educational qualifications and experience.

Query: What are the salary ranges for different jobs listed on PGRKAM?

Answer: The salary ranges for different jobs listed on PGRKAM vary depending on the specific job, your experience, and your qualifications. However, you can find the salary range listed in the job description.

Query: How can I track the status of my job application?

Answer: To track the status of your job application, follow these steps:

1. Log in to your PGRKAM account.
2. Click on the "My Applications" tab.
3. You will see a list of all the jobs you have applied for, along with their current status.

Query: Are there any special programs or initiatives available on PGRKAM for people with disabilities?

Answer: Yes, the PGRKAM portal offers several programs and initiatives to help people with disabilities find employment. These include:

- Skill development programs: These programs provide training in various skills to help people with disabilities find jobs.
- Job fairs: PGRKAM organizes job fairs specifically for people with disabilities.

- Placement assistance: PGRKAM provides placement assistance to help people with disabilities find jobs.

Query: How can I stay updated about the latest job postings and career opportunities on PGRKAM?

Answer: There are several ways to stay updated about the latest job postings and career opportunities on PGRKAM:

- Follow PGRKAM on social media: PGRKAM regularly posts updates about new job postings on its social media pages.
- Sign up for email notifications: You can sign up to receive email notifications whenever new jobs are posted in your area of interest.
- Visit the PGRKAM website regularly: The PGRKAM website is updated regularly with new job postings.

## Answering your queries:

1. How can I get feedback on my resume or cover letter?

Here are some ways to get feedback on your resume and cover letter:

- Ask friends, family, or colleagues: Share your resume and cover letter with trusted individuals who can provide honest and constructive feedback.
- Use online tools and resources: Several websites and apps offer free resume and cover letter reviews. Some popular options include Resume.com, Monster, and LinkedIn.
- Attend a career fair or workshop: Many job fairs and workshops offer resume and cover letter review services.
- Consult a career counselor or professional: A career counselor or professional resume writer can provide personalized feedback and guidance on improving your job application materials.

2. What are the latest trends in the Punjab job market?

Here are some of the latest trends in the Punjab job market:

- Increased demand for skilled professionals: There is a growing demand for skilled professionals in fields such as IT, healthcare, manufacturing, and engineering.
- Focus on soft skills: Employers are increasingly looking for employees with strong soft skills such as communication, teamwork, and problem-solving.
- Rise of the gig economy: The gig economy is expanding in Punjab, with more and more people working freelance or contract jobs.
- Remote work opportunities: The demand for remote work opportunities is increasing, particularly in the IT and technology sectors.
- Focus on digital skills: Employers are placing a greater emphasis on digital skills such as data analysis and social media marketing.

3. How can I improve my employability skills?

Here are some ways to improve your employability skills:

- Develop your technical skills: Take courses, attend workshops, or participate in online training programs to acquire relevant technical skills for your desired field.

- Enhance your soft skills: Practice your communication, teamwork, problem-solving, and time management skills through volunteering, participating in group projects, or taking communication workshops.
- Gain relevant experience: Look for internships, volunteer opportunities, or part-time jobs to gain practical experience related to your career goals.
- Network actively: Attend industry events, connect with professionals online, and build relationships with people in your field.
- Build a strong online presence: Create a professional online profile on platforms like LinkedIn and showcase your skills, experience, and achievements.

#### 4. What are the best practices for job search and networking?

Here are some best practices for job search and networking:

- Define your career goals: Clearly define your career goals and interests to target your job search effectively.
- Research potential employers: Learn about the companies you are interested in to tailor your resume and cover letter accordingly.
- Utilize online job boards: Search for jobs on reputable websites like Indeed, Naukri.com, LinkedIn, and the PGRKAM portal.
- Network actively: Attend industry events, join professional organizations, and connect with professionals online and offline.
- Follow up after applying for jobs: Send a thank-you email to the hiring manager after submitting your application.
- Prepare for job interviews: Research common interview questions and practice your answers beforehand.
- Dress professionally and arrive on time for interviews: Make a positive first impression by dressing professionally and arriving on time for your interview.

#### 5. Where can I find information about career fairs and events in Punjab?

Here are some resources to find information about career fairs and events in Punjab:

- PGRKAM website: The PGRKAM website often lists upcoming career fairs and events.
- Government websites: The Punjab Employment Service and other government websites may announce upcoming job fairs and workshops.
- Newspapers and online news portals: Local newspapers and online news portals often publish articles about upcoming career fairs and events.
- Social media: Follow professional organizations, companies, and job search groups on social media to stay updated about upcoming events.
- University career centers: University career centers often organize job fairs and workshops for students and alumni.

Additional Resources:

- Punjab Skill Development Mission: <https://psdmhq.in/>
- National Institute for Open Schooling: <https://www.nios.ac.in/>
- Aga Khan Rural Support Programme (AKRSP): <http://akrsp.org.pk/>

I hope this information helps!

## PGRKAM Registration Queries:

### 1. How to register on PGRKAM using a mobile app?

Currently, PGRKAM does not offer a dedicated mobile app for registration. However, you can access the PGRKAM website through your mobile browser and register using the same steps as on a computer.

### 2. Can I use my Aadhaar card for PGRKAM registration?

Yes, you can use your Aadhaar card number as a valid form of identification for PGRKAM registration. The system will automatically fetch your information from the Aadhaar database, saving you time and effort.

### 3. How to recover forgotten login credentials?

If you have forgotten your login credentials (username and password), you can easily recover them using the following steps:

- Visit the PGRKAM website: <https://www.pgrkam.com/signin>:  
<https://www.pgrkam.com/signin>
- Click on the "Forgot Password/Username" link.
- Enter your registered mobile number.
- You will receive an OTP (One Time Password) on your registered mobile number.
- Enter the OTP in the designated field.
- You can now reset your password and/or username.

### 4. Can I update my personal information after registration?

Yes, you can update your personal information after registering on PGRKAM. To do this, follow these steps:

- Log in to your PGRKAM account.
- Click on the "My Account" tab.
- Click on the "Edit Profile" button.
- You can now edit your personal information, including name, address, contact details, etc.
- Click on the "Save" button to update your information.

#### Additional Tips:

- Make sure to enter your correct mobile number during registration as it will be used for verification and password recovery.
- Keep your login credentials confidential and avoid sharing them with anyone.
- Update your personal information regularly to ensure its accuracy.

If you encounter any technical difficulties during registration or while updating your information, you can contact PGRKAM customer support for assistance.

## PGRKAM Job Search Queries:

### 1. How to refine job search using filters?

PGRKAM offers various filters to refine your job search and find relevant opportunities more efficiently. These filters allow you to narrow down your search by:

- Job type: Full-time, part-time, contract, freelance, etc.
- Job category: IT, healthcare, education, manufacturing, etc.

- Location: City, district, or state.
- Salary range: Minimum and maximum salary.
- Experience level: Fresher, experienced, etc.
- Educational qualifications: Minimum required degree or diploma.
- Skills: Specific technical or soft skills required.
- Industry: Specific industry sector.

To refine your search, simply click on the "Filters" button and choose the desired options. You can combine multiple filters to further refine your search results.

#### 2. Can I save my search criteria for future use?

Yes, you can save your search criteria on PGRKAM for future use. After applying your desired filters, click on the "Save Search" button. You can then access your saved searches anytime from the "My Saved Searches" section in your account.

#### 3. How to receive job alerts based on my interests?

PGRKAM allows you to set up job alerts to receive notifications about new job postings matching your interests. To do this, follow these steps:

- Click on the "Job Alerts" tab.
- Enter your preferred job title, location, and other relevant criteria.
- Choose the frequency of notifications (e.g., daily, weekly).
- Click on the "Save Job Alert" button.

You will now receive email or SMS notifications whenever new job postings matching your criteria are published on PGRKAM.

#### 4. Can I search for jobs by company name?

Yes, PGRKAM allows you to search for jobs by company name. Simply type the company name in the search bar at the top of the page. You will then see a list of all job openings posted by that specific company.

#### Additional Tips:

- Use relevant keywords in your search queries to improve the accuracy of your results.
- Regularly check your saved searches and job alerts for new opportunities.
- Consider using additional job search platforms and resources to expand your options.

By utilizing these PGRKAM features effectively, you can significantly enhance your job search experience and increase your chances of finding the perfect opportunity.

## PGRKAM Job Information Queries:

#### 1. Types of jobs available on PGRKAM?

PGRKAM offers a diverse range of job opportunities across various industries and sectors.

Some of the most common job types available on the platform include:

- Information Technology: Software engineers, web developers, data analysts, cybersecurity specialists, IT support professionals.
- Manufacturing: Production engineers, quality control specialists, machine operators, assembly line workers.
- Healthcare: Doctors, nurses, pharmacists, lab technicians, therapists.
- Education: Teachers, professors, lecturers, tutors, counselors.



- Retail: Sales associates, cashiers, customer service representatives, merchandisers, warehouse workers.
- Hospitality: Hotel staff, chefs, cooks, waiters, bartenders, housekeeping staff.
- Finance and Banking: Accountants, financial analysts, loan officers, insurance agents, customer service representatives.
- Agriculture: Farmers, farmworkers, agricultural engineers, veterinarians.
- Construction: Carpenters, masons, plumbers, electricians, construction managers.

## 2. Salary ranges for listed jobs?

The salary ranges for jobs listed on PGRKAM vary depending on several factors, including:

- Job type: Different jobs have different standard salary ranges based on industry norms and experience requirements.
- Experience level: Experienced professionals usually command higher salaries than fresh graduates.
- Location: Jobs in major cities may have higher salaries than those in rural areas.
- Industry: Some industries, like IT and finance, typically offer higher salaries than others.
- Company: Different companies may offer different salaries for the same job position based on their budget and employee benefits package.

While specific salary details might not be readily available on every job posting, you can get an idea of the salary range by researching similar jobs online or contacting the employer directly.

## 3. Frequency of new job postings?

New job postings are added to PGRKAM regularly, with the exact frequency varying depending on the industry and demand for specific skills. However, you can expect to see several new job postings added daily across various categories.

Using the "Job Alerts" feature and subscribing to PGRKAM's social media channels can help you stay updated about new opportunities aligned with your interests.

## 4. Contact information for help with using PGRKAM?

If you need assistance using PGRKAM, you can contact their customer support team through the following channels:

- Website: Visit the "Help & Support" section of the PGRKAM website for FAQs, tutorials, and contact information.
- Email: Send an email to <https://www.pgrkam.com/>
- Toll-Free Number: Call the PGRKAM helpline at 1800-200-2736.

The support team is available to answer your questions, guide you through the platform's features, and resolve any technical issues you might encounter.

## Additional Tips:

- Explore PGRKAM's various sections and resources to familiarize yourself with the platform's functionalities.
- Attend career fairs and workshops organized by PGRKAM to learn more about job opportunities and interact with employers.
- Seek guidance from career counselors or professional organizations for personalized job search assistance.

By taking advantage of the available resources and support, you can navigate the PGRKAM platform effectively and make the most of your job search experience.

## PGRKAM Account Management Queries:

### 1. How to change my password or email address?

Changing your password or email address on PGRKAM can be done easily through the following steps:

For Password:

- Log in to your PGRKAM account.
- Click on the "My Account" tab.
- Click on the "Change Password" button.
- Enter your current password and then your new desired password twice.
- Click on the "Save" button.

For Email Address:

- Log in to your PGRKAM account.
- Click on the "My Account" tab.
- Click on the "Edit Profile" button.
- Enter your new desired email address.
- Click on the "Change Email" button.
- A verification link will be sent to your new email address. Click on the link to confirm the change.

### 2. How to manage multiple profiles on the portal?

Currently, PGRKAM allows only one active profile per user. This means you cannot maintain multiple profiles with separate credentials. However, you can update your existing profile information, including skills, experience, and job preferences, to reflect different career aspirations or job search goals.

### 3. How to deactivate or delete my PGRKAM account?

Deactivating or deleting your PGRKAM account is a permanent action. To proceed, follow these steps:

For Deactivation:

- Log in to your PGRKAM account.
- Click on the "My Account" tab.
- Click on the "Deactivate Account" button.
- Enter your password to confirm.
- Click on the "Deactivate" button again.

For Deletion:

- Log in to your PGRKAM account.
- Click on the "My Account" tab.
- Click on the "Delete Account" button.
- Enter your password and a reason for deleting your account (optional).
- Click on the "Delete" button again.

Note: Once you deactivate or delete your account, you will lose access to all your information and job applications saved on the platform.

### 4. How to contact PGRKAM customer support for assistance?

If you encounter any difficulties managing your PGRKAM account or require assistance with any other platform features, you can reach PGRKAM's customer support team through the following channels:

- Website: Visit the "Help & Support" section of the PGRKAM website for FAQs, tutorials, and contact information.
- Email: Send an email to <https://www.pgrkam.com/>: <https://www.pgrkam.com/>
- Toll-Free Number: Call the PGRKAM helpline at 1800-200-2736.

The support team is available to answer your questions, guide you through account management procedures, and troubleshoot any issues you might face.

Additional Tips:

- Remember your login credentials and keep them secure.
- Update your profile information regularly to maintain accuracy.
- Utilize the PGRKAM help resources and knowledge base for self-help solutions.
- Actively engage with PGRKAM customer support if you encounter any challenges or need assistance.

By effectively managing your account and utilizing the available resources, you can ensure a smooth and successful experience on the PGRKAM platform.

## PGRKAM Job Search by Qualifications:

1. Can I search for jobs based on specific skills or certifications?

Yes, PGRKAM allows you to search for jobs based on specific skills and certifications. You can use the "Filters" feature to add relevant keywords related to your skillset and any certifications you hold. You can also mention your skills and certifications in your resume and cover letter to increase your visibility to potential employers searching for specific qualifications.

2. What are the job opportunities available for fresh graduates?

PGRKAM offers a variety of job opportunities for fresh graduates, particularly in fields like IT, engineering, healthcare, and education. You can find these opportunities by using the following filters:

- Experience level: Select "Fresher" or "Entry-level".
- Job type: Choose "Full-time" or "Part-time" depending on your preference.
- Skills: Add keywords relevant to your degree and any acquired skills.

Additionally, PGRKAM often organizes career fairs and workshops specifically for fresh graduates. You can find information about these events on the PGRKAM website or social media channels.

3. How to find part-time or freelance jobs on PGRKAM?

To find part-time or freelance jobs on PGRKAM, use the "Job type" filter and select "Part-time" or "Freelance". You can also add keywords related to freelance work or specific project types in the search bar.

Additionally, PGRKAM has a dedicated section for "Gigs" and "Internships" that often list freelance and part-time opportunities.

4. Are there any remote work opportunities listed on the portal?

Yes, PGRKAM lists remote work opportunities across various industries. You can find these jobs by using the "Location" filter and selecting "Remote" or "Work from home". You can also add keywords like "remote work" or "work from anywhere" in the search bar.

Furthermore, PGRKAM has a dedicated section for "Remote Jobs" where you can find numerous opportunities in various fields.

Tips:

- Tailor your resume and cover letter to highlight your relevant skills and experience for each job you apply for.
- Network with professionals in your field to learn about potential job opportunities, including freelance and remote work.
- Actively participate in online communities and forums related to your industry to stay updated about job postings and connect with potential employers.
- Utilize online resources and job boards dedicated to freelance and remote work opportunities.

By effectively using PGRKAM's search filters and exploring additional resources, you can significantly increase your chances of finding the perfect job opportunity, whether as a fresh graduate, seeking part-time/freelance work, or interested in remote work options.

## PGRKAM Salary and Benefits:

### 1. How to compare salaries for different jobs?

There are several ways to compare salaries for different jobs on PGRKAM:

- Use the "Salary Range" filter: Each job posting on PGRKAM displays a salary range. This can give you a general idea of how much you can expect to earn in that specific role.
- Research online salary databases: Websites like Glassdoor and Indeed offer salary data for various job titles and locations. You can compare the salaries listed on these websites with the salaries listed on PGRKAM to get a more comprehensive understanding of market rates.
- Network with professionals in your field: Talking to people who already work in the industry you're interested in can give you valuable insights into salary expectations.
- Consult a career counselor or professional: They can provide personalized guidance on salary negotiation and help you understand your worth in the job market.

### 2. What are the average salaries for different industries in Punjab?

The average salaries for different industries in Punjab can vary significantly. However, here are some general trends:

- Information Technology: IT professionals in Punjab typically command high salaries, with software engineers earning an average of ₹700,000 per year.
- Healthcare: Doctors and surgeons are among the highest-paid professionals in Punjab, with average salaries ranging from ₹800,000 to ₹1,500,000 per year.
- Manufacturing: The average salary for manufacturing professionals in Punjab is around ₹400,000 per year.
- Education: Teachers in Punjab earn an average salary of ₹350,000 per year.
- Retail: Retail workers in Punjab earn an average salary of ₹250,000 per year.

### 3. What benefits are typically offered by employers listed on PGRKAM?

The benefits offered by employers listed on PGRKAM can vary depending on the company and the position. However, some common benefits include:

- Health insurance: Most employers in Punjab offer health insurance to their employees.
- Paid time off: This includes vacation time, sick leave, and personal days.
- Retirement plans: Many companies offer retirement plans, such as provident funds and pension plans.
- Life insurance: Some employers offer life insurance as a benefit to their employees.
- Child care assistance: Some companies offer child care assistance to their employees.
- Tuition reimbursement: Some employers offer tuition reimbursement programs to help their employees pay for educational expenses.

### 4. How to negotiate salary during the interview process?

Negotiating salary can be a daunting task, but it's important to remember that it's a normal part of the job search process. Here are some tips for negotiating salary during the interview process:

- Do your research: Before you go into your interview, research the average salary for your position and experience level. This will give you a good starting point for negotiations.
- Be confident: Believe in yourself and your worth. Employers are more likely to negotiate with candidates who are confident in their abilities.
- Be prepared to walk away: If you're not happy with the salary offer, be prepared to walk away from the negotiation. This shows the employer that you're serious about getting the salary you deserve.
- Focus on your value: When negotiating salary, focus on your skills, experience, and what you can bring to the company. Don't focus on your personal needs or financial situation.
- Be willing to compromise: It's unlikely that you'll get everything you want in a negotiation. Be willing to compromise to reach an agreement that is fair for both you and the employer.

By following these tips, you can increase your chances of successfully negotiating a salary that you're happy with.

## PGRKAM Career Development Resources:

### 1. Can I access career resources and guidance through PGRKAM?

Yes, PGRKAM offers various career resources and guidance to help users navigate their job search and career development journey. These resources include:

- Career articles and blog posts: PGRKAM publishes informative articles and blog posts on various career topics, such as resume writing, interview skills, salary negotiation, and career planning.
- Skill development courses: PGRKAM collaborates with different organizations to offer online and offline skill development courses across various industries. These courses can help you acquire new skills or enhance existing ones to improve your employability.

- Career webinars and workshops: PGRKAM occasionally organizes webinars and workshops on relevant career topics featuring industry experts and career coaches. These events provide valuable insights and practical guidance for career development.
- Career counselor support: PGRKAM provides access to career counselors who can offer personalized guidance and support on various aspects of your job search and career development.

## 2. How to prepare for job interviews and assessments?

PGRKAM offers several resources to help you prepare for job interviews and assessments:

- Interview tips and guides: The platform provides comprehensive guides and tips on various aspects of job interviews, including common interview questions, answer formatting, and effective communication strategies.
- Mock interview practice: You can schedule mock interviews with PGRKAM career counselors or other professionals to practice your interview skills and receive feedback on your performance.
- Online assessment preparation tools: PGRKAM offers access to online tools and resources that can help you practice for common job assessments such as aptitude tests, personality tests, and technical skills assessments.
- Industry-specific interview guides: Some industries require specific skills and knowledge for successful interviews. PGRKAM provides industry-specific interview guides tailored to various industries to equip you with the relevant information and preparation strategies.

## 3. Are there any workshops or training programs offered by PGRKAM?

Yes, PGRKAM offers several workshops and training programs to help you acquire new skills, enhance existing ones, and boost your employability. These programs cover various topics such as:

- Soft skills training: Communication, teamwork, leadership, problem-solving, and time management skills are crucial for career success. PGRKAM offers workshops and training courses to help you develop these essential skills.
- Technical skills training: Specific industries require specialized technical skills. PGRKAM collaborates with industry experts to offer relevant training programs to equip you with the necessary technical skills for your desired career path.
- Entrepreneurship workshops: PGRKAM recognizes the growing interest in entrepreneurship and offers workshops and training programs to guide aspiring entrepreneurs through the process of starting their own businesses.
- Career development workshops: These workshops focus on various aspects of career development, such as resume writing, cover letter writing, job search strategies, and interview preparation.

## 4. How to build a strong professional network through PGRKAM?

PGRKAM offers several features and functionalities to help you build a strong professional network:

- Connect with professionals: You can search for and connect with professionals in your industry or field of interest. This allows you to expand your network and build valuable connections.

- Join online communities: PGRKAM has various online communities dedicated to specific industries, professions, or interests. Joining these communities allows you to engage with other professionals, share knowledge, and learn from each other.
- Attend PGRKAM events: PGRKAM regularly organizes career fairs, workshops, and other events that provide excellent opportunities to network with professionals, employers, and industry experts.
- Utilize PGRKAM's messaging features: You can send messages to other users on the platform to connect and build relationships.
- Engage with industry leaders: PGRKAM often hosts webinars and workshops featuring industry leaders. Attending these events and participating in discussions is a great way to learn from successful professionals and build valuable connections.

By actively engaging with the platform's features and functionalities, participating in events, and connecting with professionals, you can significantly strengthen your professional network and access valuable career opportunities.

Additional Tips:

- Actively participate in online forums and discussions related to your field.
- Utilize social media platforms like LinkedIn to connect with professionals and share your career updates.
- Attend industry conferences and events to meet new people and expand your network.
- Stay in touch with your professional contacts and nurture relationships over time.
- Build genuine connections based on mutual interests and shared goals.

By implementing these strategies and actively utilizing available resources, you can leverage PGRKAM's platform for effective career development and build a strong professional network that can support your career journey.

## PGRKAM For Employers:

### 1. How to create a company profile on PGRKAM?

Creating a company profile on PGRKAM allows you to showcase your company to potential candidates, attract qualified applicants, and manage your recruitment process effectively. Here's how to create your profile:

- Visit the PGRKAM website: <https://www.pgrkam.com/signin>
- Click on the "Register" button.
- Select "Employer" as your registration type.
- Provide your company details, including name, contact information, website address, and industry.
- Upload your company logo and banner image.
- Write a concise and compelling company description highlighting your mission, values, and culture.
- Review your information and click "Submit".

### 2. How to post job openings on the portal?

Once your company profile is created, you can start posting job openings on PGRKAM. Here's how to do it:

- Log in to your PGRKAM account.

- Click on the "Post Job" button.
- Select the desired job category and location.
- Enter the job title and a brief summary of the position.
- Write a detailed job description outlining the responsibilities, qualifications, and desired skills.
- Specify the salary range and benefits offered.
- Set a deadline for applications.
- Publish your job posting.

### 3. How to manage job applications and interview candidates?

PGRKAM offers various tools to manage job applications and interview candidates efficiently:

- View applications: You can view all applications for your job postings on PGRKAM.
- Shortlist candidates: Review resumes and cover letters to shortlist qualified candidates.
- Schedule interviews: Send interview invitations to shortlisted candidates and manage the interview schedule through the platform.
- Rate and evaluate candidates: After conducting interviews, you can rate the candidates and leave feedback.
- Make hiring decisions: Utilize PGRKAM's tools to compare candidates and make informed hiring decisions.

### 4. How to use PGRKAM analytics to track recruitment performance?

PGRKAM provides valuable analytics tools to track your recruitment performance and identify areas for improvement. You can access data on:

- Job posting views and applications: Track how many people viewed your job postings and how many applications you received.
- Candidate demographics: Analyze the demographics of your applicants to understand your reach and target audience effectively.
- Time to hire: Track the average time it takes to fill a position from the time you post the job to the time you make a hire.
- Source of hire: Identify which channels generate the most qualified applicants for your positions.

By actively using these analytics tools, you can gain valuable insights into your recruitment process and optimize your strategies for attracting and hiring the best talent.

Additional Tips:

- Regularly update your company profile and keep your job postings active.
- Utilize PGRKAM's social media integration to promote your job openings and reach a wider audience.
- Respond promptly to candidate inquiries and applications.
- Provide clear and consistent communication throughout the recruitment process.
- Utilize PGRKAM's resources and support services to maximize your recruitment success.

By following these recommendations and taking advantage of the available features and tools, you can leverage PGRKAM's platform to effectively attract, engage, and hire top talent for your organization.



# PGRKAM Data Privacy and Security:

## 1. What information does PGRKAM collect from users?

PGRKAM collects various types of information from its users, including:

- Personal information: Full name, email address, phone number, date of birth, gender, address, etc.
- Educational and professional background: Degree, education, work experience, skills, certifications, etc.
- Job search preferences: Desired job types, locations, industries, salary expectations, etc.
- Application and interview information: Job applications submitted, interview details, interview feedback, etc.
- Website usage data: IP address, browsing history, page views, clicks, and other online activity data.

## 2. How does PGRKAM protect user data and privacy?

PGRKAM takes measures to protect user data and privacy, including:

- Data encryption: PGRKAM uses industry-standard encryption technology to protect user data at rest and in transit.
- Access controls: Only authorized personnel have access to user data, and access is granted on a need-to-know basis.
- Data security policies and procedures: PGRKAM has implemented robust data security policies and procedures to ensure the confidentiality, integrity, and availability of user data.
- Regular security audits: PGRKAM conducts regular security audits to identify and address potential vulnerabilities.
- User privacy settings: Users have control over their privacy settings and can choose what information they share with PGRKAM and other users.

## 3. What are the security measures in place on the PGRKAM portal?

PGRKAM utilizes various security measures to protect the platform, including:

- Firewalls: Firewalls are implemented to restrict unauthorized access to the platform and its resources.
- Intrusion detection and prevention systems: These systems identify and prevent malicious activity on the platform.
- Vulnerability scanning and patching: PGRKAM regularly scans its systems for vulnerabilities and promptly implements patches to address any identified issues.
- Secure coding practices: PGRKAM follows secure coding practices to minimize the risk of vulnerabilities in its software.
- Regular backups: PGRKAM regularly backs up its data to ensure it can be restored in case of an incident.

## 4. How to report security concerns or suspicious activity?

If you have any concerns about the security of your data or encounter any suspicious activity on the PGRKAM platform, you can report it through the following channels:

- Contact the PGRKAM security team: You can contact the PGRKAM security team by email at <https://www.pgrkam.com/help> or by phone at +91 1800 200 2736.

- Use the "Report Abuse" feature: You can report suspicious activity directly through the platform using the "Report Abuse" feature available in various sections of the website.

PGRKAM takes all security concerns seriously and investigates all reported incidents promptly.

Additional Tips:

- Keep your login credentials confidential and avoid sharing them with anyone.
- Be cautious about the information you share on the platform and only share what you are comfortable with.
- Regularly review your privacy settings and adjust them according to your preferences.
- Be aware of phishing attacks and never click on suspicious links or download attachments from unknown senders.
- Stay informed about the latest online security threats and take steps to protect your data.

By following these tips and reporting any security concerns you encounter, you can help contribute to a safe and secure environment for everyone on the PGRKAM platform.

## PGRKAM Accessibility:

### 1. How to access the PGRKAM portal using assistive technologies?

PGRKAM is committed to providing an accessible experience for all users, regardless of their abilities. The portal is compatible with various assistive technologies, including:

- Screen readers: PGRKAM supports popular screen readers like NVDA, JAWS, and VoiceOver, allowing visually impaired users to navigate the platform and access information.
- Keyboard accessibility: All platform features are accessible using keyboard navigation, enabling users who rely on keyboard input to navigate and interact with the portal effectively.
- Alternative text descriptions: Images and other non-text content have alternative text descriptions to provide information to users who rely on screen readers.
- Color contrast: PGRKAM uses sufficient color contrast to ensure that the content is easily readable for users with visual impairments.

### 2. What features are available for visually impaired or hearing-impaired users?

PGRKAM offers several features specifically designed to assist visually impaired or hearing-impaired users:

- Screen reader mode: This mode optimizes the website layout and presentation for efficient use with screen readers.
- Text-to-speech functionality: Users can convert text content to speech for audio playback, providing an alternative way to access information.
- Closed captions: PGRKAM strives to provide closed captions for any video content available on the platform.
- Transcripts: Transcripts are available for audio content, ensuring accessibility for hearing-impaired users.
- Adjustable font size and zoom: Users can adjust the font size and zoom level to suit their individual needs and preferences.

### 3. How to request additional accessibility support from PGRKAM?

If you require additional accessibility support beyond the features available on the platform, you can contact PGRKAM through the following channels:

- Email: Send an email to <https://www.pgrkam.com/help>: <https://www.pgrkam.com/help> describing your specific needs and requesting assistance.
- Phone: Call the PGRKAM helpline at +91 1800 200 2736 and speak to a representative who can help you access the information or services you need.
- Feedback form: Use the feedback form available on the PGRKAM website to provide feedback on accessibility issues and suggest improvements.

PGRKAM welcomes feedback from users and actively works to improve the accessibility of its platform for everyone.

Additional Tips:

- Utilize the built-in accessibility features available on your device or browser.
- Explore online resources and tutorials on using assistive technologies effectively.
- Join online communities and forums for users with disabilities to share experiences and learn from others.
- Advocate for accessibility improvements and encourage others to do the same.

By actively engaging with PGRKAM and utilizing available resources, users with disabilities can ensure a more accessible and inclusive experience on the platform.

## Technical Support:

### 1. How to troubleshoot common technical problems on the portal?

If you encounter any technical problems while using PGRKAM, you can try the following troubleshooting steps:

- Refresh the page: Sometimes, a simple refresh can resolve minor glitches.
- Clear your browser cache and cookies: Corrupted cache or cookies can interfere with website functionality.
- Try using a different browser: Some issues may be specific to a particular browser.
- Check your internet connection: Ensure you have a stable internet connection to access the platform.
- Review PGRKAM's Help Center: The PGRKAM Help Center offers solutions to various common technical issues.

### 2. What are the system requirements for using PGRKAM?

The minimum system requirements for using PGRKAM are:

- Operating system: Windows 10, macOS High Sierra, or later
- Web browser: Chrome, Firefox, Safari, or Edge (latest version)
- Internet connection: Broadband internet connection is recommended for optimal performance

### 3. How to report technical bugs or glitches?

If you encounter any bugs or glitches on the PGRKAM platform, you can report them through the following channels:

- Contact the PGRKAM support team: You can reach the support team by email at <https://www.pgrkam.com/help>: <https://www.pgrkam.com/help> or by phone at +91 1800 200 2736.

- Use the "Report Bug" feature: A "Report Bug" feature is available on various pages of the platform, allowing you to directly report any technical issues you encounter.

Additional Queries:

1. How can I get feedback on my resume or cover letter?

Here are some ways to get feedback on your resume and cover letter:

- Use PGRKAM's resume review tool: PGRKAM provides a free resume review tool that can offer suggestions for improvement.
- Post your resume and cover letter on PGRKAM's job boards: Other job seekers and recruiters can view your documents and provide feedback.
- Ask a career counselor or professional: Career counselors and professionals can offer personalized feedback and guidance on crafting effective resumes and cover letters.
- Use online resume and cover letter review services: Several online services offer professional feedback on your job search documents.

2. What are the latest trends in the Punjab job market?

Some of the latest trends in the Punjab job market include:

- Growing demand for skilled professionals: There is an increasing demand for skilled workers in fields such as IT, healthcare, manufacturing, and engineering.
- Rise of automation: Automation is impacting various industries, leading to a shift in job requirements and the need for workers to adapt and develop new skills.
- Remote work opportunities: The number of remote work opportunities is increasing, offering flexibility and convenience for employees.
- Focus on soft skills: Soft skills like communication, teamwork, and problem-solving are becoming increasingly important for job success.
- Emphasis on digital skills: The ability to use and understand technology is essential for many jobs.

3. How can I improve my employability skills?

Here are some ways to improve your employability skills:

- Develop your technical skills: Take online courses, attend workshops, or earn relevant certifications to enhance your technical knowledge and skills.
- Strengthen your soft skills: Participate in communication workshops, volunteer work, or team-building activities to improve your communication, teamwork, and problem-solving skills.
- Network with professionals: Attend industry events, join online communities, and connect with professionals in your field to build relationships and expand your network.
- Build your online presence: Create a professional online profile on platforms like LinkedIn, showcasing your skills, experience, and achievements.
- Stay updated on industry trends: Read industry publications, attend conferences, and follow relevant experts to stay informed about the latest trends and developments in your field.

4. What are the best practices for job search and networking?

Here are some best practices for job search and networking:

- Target your job search: Identify companies and positions that align with your skills and interests.

- Craft compelling resumes and cover letters: Tailor your resume and cover letter to each specific job application, highlighting relevant skills and experiences.
- Utilize online job boards and resources: Utilize platforms like PGRKAM to search for job openings, connect with employers, and access career resources.
- Network effectively: Attend industry events, connect with professionals online and offline, and build relationships to expand your network and access potential job opportunities.
- Prepare for interviews: Research the company and practice common interview questions to enhance your chances of success.
- Follow up after interviews: Send a thank-you email

## PGRKAM Specific Queries Answered:

Job Search:

1. How can I find government jobs listed on PGRKAM?

You can find government jobs listed on PGRKAM by using the following filters:

- Job category: Select "Government" from the job category list.
- Location: Specify the desired location within Punjab.
- Keywords: Add relevant keywords such as "government", "public sector", or specific departments like "education" or "health".

Additionally, PGRKAM occasionally features dedicated sections or promotions highlighting government job openings. Keep an eye out for these announcements on the platform.

2. Are there any jobs available specifically for fresh graduates in Punjab?

Yes, PGRKAM offers a variety of jobs specifically for fresh graduates in Punjab. You can find these opportunities by using the following filters:

- Experience level: Select "Fresher" or "Entry-level".
- Location: Specify the desired location within Punjab.
- Skills: Add relevant keywords related to your degree and acquired skills.

Furthermore, PGRKAM regularly organizes career fairs and workshops specifically for fresh graduates. You can find information about these events on the PGRKAM website or social media channels.

3. Can I search for jobs based on specific skills relevant to Punjab's industries, such as agriculture or textiles?

Yes, you can search for jobs based on specific skills relevant to Punjab's industries. Use the following filters:

- Keywords: Add relevant keywords related to the industry, such as "agriculture", "textiles", "manufacturing", or specific technical skills required for those fields.
- Job category: Select relevant categories like "Agriculture", "Textiles", or "Manufacturing".
- Location: Specify the desired location within Punjab.

These filters will help you narrow down your search and find jobs that align with your skills and interests.

4. What are the average salaries offered for common jobs in Punjab listed on PGRKAM?

PGRKAM provides salary ranges for most job postings. You can also utilize the "Salary Range" filter to search for jobs within specific salary brackets. Additionally, consider exploring online

salary databases like Glassdoor and Indeed for more comprehensive information on average salaries for various job titles and locations.

5. How can I filter job searches based on location within Punjab, such as specific cities or districts?

PGRKAM allows location filtering by city, district, and even pin code. Specify your desired location in the "Location" filter to find jobs within that area.

6. Are there any internship opportunities listed on PGRKAM for students in Punjab?

Yes, PGRKAM lists internship opportunities across various industries. Use the following filters to find relevant internships:

- Job type: Select "Internship" or "Traineeship".
- Location: Specify the desired location within Punjab.
- Skills: Add keywords related to your field of study or desired internship type.

Additionally, several colleges and universities collaborate with PGRKAM to post internship opportunities for their students.

Account Management:

1. How can I update my profile information on PGRKAM to reflect my latest skills and experience?

Log in to your PGRKAM account and go to the "My Profile" section. You can update your information, including skills, experience, education, and contact details. PGRKAM encourages keeping your profile updated to increase your visibility to potential employers.

2. What steps can I take to deactivate or delete my PGRKAM account permanently?

Navigate to the "Settings" section in your PGRKAM account. You will find options to deactivate or delete your account permanently. Remember that deleting your account will erase all your information and job applications.

3. Can I access my job application history and saved searches on PGRKAM?

Yes, you can access your job application history and saved searches in the "My Applications" and "Saved Searches" sections of your PGRKAM account. This allows you to track your job search progress and easily revisit saved searches.

4. How can I set up job alerts to be notified of new opportunities that match my preferences?

Go to the "Job Alerts" section in your PGRKAM account. You can configure alerts based on your preferred job title, location, skills, and experience level. This way, you will receive immediate notifications when new opportunities matching your criteria are posted.

5. Is there a way to connect my PGRKAM account with other job boards or social media platforms?

Currently, PGRKAM does not offer direct integration with other job boards or social media platforms. However, you can share your PGRKAM profile link on your social media accounts to enhance your visibility to potential employers.

1. Does PGRKAM offer any career counseling or coaching services specifically for job seekers in Punjab?

Yes, PGRKAM offers several career resources and services specifically for job seekers in Punjab:

- Online career articles and blog posts: PGRKAM regularly publishes informative content tailored to Punjab's job market, including career advice, interview tips, resume writing guides, and industry insights.

- Skill development courses: PGRKAM partners with various organizations to offer online and offline skill development courses relevant to Punjab's industries. These courses can help you acquire new skills or enhance existing ones to improve your employability.
- Career webinars and workshops: PGRKAM occasionally organizes webinars and workshops featuring industry experts and career coaches. These events provide valuable insights and practical guidance specific to the Punjab job market.
- Free resume review tool: PGRKAM offers a free resume review tool that analyzes your resume content, identifies areas for improvement, and suggests relevant keywords and formatting adjustments.
- Career counseling sessions: PGRKAM collaborates with career counselors who offer personalized guidance and support on various aspects of your job search, including resume writing, interview preparation, and career planning.

2. Are there any online workshops or training programs available on PGRKAM focusing on skills relevant to Punjab's job market?

Yes, PGRKAM offers several online and offline workshops and training programs focusing on skills relevant to Punjab's job market. These programs cover various topics such as:

- Agriculture technology: Learn about the latest technologies and innovations in agriculture, including precision farming, drone technology, and data analysis.
- Textile design and production: Enhance your skills in textile design, weaving, printing, and garment construction.
- Manufacturing and engineering: Acquire skills in various manufacturing processes, quality control, and industrial automation.
- Digital marketing and social media: Develop expertise in online marketing strategies, content creation, and social media management.
- Entrepreneurship and startup development: Learn how to start and grow your own business in Punjab.

3. Can I access sample resumes and cover letters tailored to specific job types in Punjab?

Yes, PGRKAM provides a library of sample resumes and cover letters tailored to various job types commonly found in Punjab. These samples can serve as valuable resources to help you create your own job application documents.

4. Does PGRKAM provide any resources or guidance on salary negotiation for job seekers in Punjab?

PGRKAM offers several resources and guidance on salary negotiation for job seekers in Punjab:

- Salary guides: Access online salary guides and data tools to research average salaries for specific job titles and locations within Punjab.
- Negotiation tips and articles: Learn effective negotiation strategies and tactics through informative articles and blog posts.
- Career counselor support: Consult with PGRKAM's career counselors for personalized advice and guidance on negotiating your salary in Punjab's job market.

5. Are there any online communities or forums within PGRKAM for job seekers in Punjab to connect and share experiences?

Yes, PGRKAM offers a dedicated online community forum where job seekers in Punjab can connect, network, share experiences, and learn from each other. This platform allows you to:

- Discuss job search strategies and challenges.
- Seek advice and support from other job seekers.
- Share industry insights and career opportunities.
- Network with professionals in your field.
- Build meaningful connections for future career growth.

Employers:

1. How can I post a job opening on PGRKAM specifically targeting candidates in Punjab?

To post a job opening targeting candidates in Punjab, follow these steps:

- Log in to your PGRKAM account.
- Click on the "Post Job" button.
- Select the relevant job category.
- Specify "Punjab" or desired location within Punjab in the location field.
- Include relevant keywords related to Punjab's industries and local skills in your job description.
- Utilize PGRKAM's targeted advertising options to reach potential candidates within Punjab.

2. Does PGRKAM offer any resources or tools to help employers attract and recruit top talent in Punjab?

Yes, PGRKAM offers several resources and tools to help employers attract and recruit top talent in Punjab:

- Candidate database: Access a vast database of job seekers registered on PGRKAM, where you can filter and search based on specific skills, experience, and education relevant to your job openings.
- Employer branding tools: Enhance your company profile and promote your employer brand on PGRKAM to attract qualified candidates.
- Job posting optimization tools: Utilize PGRKAM's AI-powered tools to optimize your job postings for better visibility and attract more qualified applicants.
- Talent assessments and skills evaluations: Assess candidates' skills and competencies

Question: What are the current job opportunities available in Punjab?

Answer: The job opportunities in Punjab vary across sectors. Currently, there are openings in government positions, private companies, and the agricultural sector. It's advisable to check online job portals, government websites, and local newspapers for the latest job listings.

Question:How can I stay updated on government job vacancies in Punjab?

Answer: To stay updated on government job vacancies in Punjab, regularly visit the official website of the Punjab government's employment portal. Additionally, subscribe to job alert services and follow reputable job portals for the latest notifications.

Question:Are there any upcoming recruitment exams in Punjab?

Answer:Yes, there are regular recruitment exams conducted by various government departments in Punjab. Keep an eye on official announcements from the Punjab Public Service



Commission (PPSC) and other relevant authorities for information on upcoming exams, eligibility criteria, and application procedures.

Question: What are the key sectors contributing to job growth in Punjab?

Answer: Punjab has a diverse economy with job opportunities in agriculture, manufacturing, services, and government sectors. Agriculture and agribusiness, in particular, play a significant role. Additionally, the state government has been taking initiatives to promote industrial growth, creating more employment opportunities.

Question: How can I prepare for government exams in Punjab?

Answer: To prepare for government exams in Punjab, start by understanding the exam pattern and syllabus. Utilize study materials provided by official exam bodies and consider joining coaching classes if needed. Regular practice through mock tests and previous year question papers can also enhance your preparation.

Question: Are there job fairs or career events in Punjab?

Answer: Yes, job fairs and career events are periodically organized in Punjab. Keep an eye on announcements from local colleges, universities, and employment agencies for information on upcoming events. These fairs can be a great opportunity to connect with potential employers and explore job opportunities.

Question: How can I apply for jobs in the private sector in Punjab?

Answer: To apply for jobs in the private sector in Punjab, you can explore online job portals, company websites, and recruitment agencies. Upload your resume on popular job platforms and regularly check for job listings. Networking through professional platforms and attending industry events can also help in connecting with potential employers.

Absolutely, let's delve deeper into more specific aspects of job-related questions for Punjab:

Question: What steps should I take to prepare for the Punjab State Civil Services Exam?

Answer: Preparing for the Punjab State Civil Services Exam requires a comprehensive approach. Begin by thoroughly understanding the exam pattern and syllabus. Utilize recommended study materials, join reputable coaching institutes if possible, and focus on current affairs, especially those related to Punjab. Regular self-assessment through mock exams will help gauge your preparation.

Question: Can you provide insights into the skill sets in demand for jobs in the IT sector in Punjab?

Answer: The IT sector in Punjab is experiencing growth, and employers are often seeking candidates with skills in software development, data analytics, and cybersecurity. Familiarity

with programming languages such as Java, Python, and skills in cloud computing can significantly enhance your marketability for IT jobs in the region.

Question: How does the industrialization drive in Punjab impact job opportunities?

Answer: The industrialization drive in Punjab, particularly in sectors like manufacturing and food processing, has led to an increased demand for skilled labor. Job opportunities are emerging in areas such as production, quality control, and supply chain management. Keeping abreast of industry trends and acquiring relevant skills can give you a competitive edge.

Question: What role do educational qualifications play in securing government jobs in Punjab?

Answer: Educational qualifications are crucial for securing government jobs in Punjab. Most government positions have specific educational criteria outlined in the job notifications. Ensure that your qualifications match the requirements for the desired position, and consider pursuing additional certifications or higher education if it aligns with your career goals.

Question: How can I leverage online platforms for job hunting in Punjab?

Answer: Online platforms play a pivotal role in job hunting in Punjab. Utilize popular job portals, create detailed profiles on professional networking sites, and set up job alerts to receive timely notifications. Actively engage in online forums and groups related to your field of interest to stay informed about job opportunities and industry updates.

Question: Are there specific initiatives or programs supporting entrepreneurship in Punjab?

Answer: Yes, Punjab has initiatives supporting entrepreneurship. Keep an eye on programs run by the Punjab Small Industries and Export Corporation (PSIEC) and the Punjab Agro Industries Corporation (PAIC). Participating in these initiatives, attending entrepreneurship workshops, and networking with local business associations can open doors to entrepreneurial opportunities.

Question: What are the emerging trends in job opportunities for recent graduates in Punjab?

Answer: Emerging trends for recent graduates in Punjab include opportunities in sectors like e-commerce, digital marketing, and renewable energy. Stay updated on the evolving job market, invest in acquiring digital skills, and consider internships to gain practical experience, making yourself more attractive to prospective employers.

Question: How important is regional language proficiency for jobs in Punjab?

Answer: Regional language proficiency, particularly in Punjabi, can be advantageous for jobs in Punjab, especially in government and local sectors. While it might not be a strict requirement for all positions, proficiency in the regional language can enhance communication skills and

contribute positively to your professional profile. Consider language courses to improve your proficiency.

#### Topic 1: Reserve Bank of India & its Functions

The Reserve Bank of India (RBI) is India's central banking institution, which controls the monetary policy of the Indian rupee.

- The Reserve Bank of India was established on April 1, 1935 in accordance with the provisions of the Reserve Bank of India Act, 1934 (recommendations of Hilton Young Commission).
- The Central Office of the Reserve Bank was initially established in Calcutta but was permanently moved to Mumbai in 1937. The Central Office is where the Governor sits and where policies are formulated.
- Though originally privately owned, since nationalisation in 1949, the Reserve Bank is fully owned by the Government of India. RBI was nationalised on 1 January 1949.
- The RBI has four zonal offices at Chennai, Delhi, Kolkata and Mumbai.

#### List of Members:

- The general superintendence and direction of the RBI is entrusted with the 21-member central board of directors:
- The governor; 4 Deputy Governors; 2 Finance Ministry representatives (usually the Economic Affairs Secretary and the Financial Services Secretary); 10 government-nominated directors to represent important elements of India's economy; and 4 directors to represent local boards headquartered at Mumbai, Kolkata, Chennai and New Delhi.
- Each of these local boards consists of 5 members who represent regional interests, the interests of co-operative and indigenous banks.

#### Subsidiaries of RBI Fully owned:

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

#### Functions of RBI

- Issuance of currency: RBI is the authority in India to issue currency notes (called bank notes) under signatures of Governor. (One rupee note called currency note is issued by

the Central Govt. & signed by Finance Secretary). The stock of currency is distributed with the help of currency chests spread all over the country.

- Banker to Govt.: RBI transacts govt. business & manages public debt. SBI or any other bank is appointed Agent where RBI does not have office. It provides Ways & Means advances to Govt.

- Bankers' bank: It keeps a part of deposits of commercial banks (as CRR) & acts as lender of last resort by providing financial assistance to banks. It provides export credit refinance, Liquidity Adjustment Facility & MSF.

- Controller of Banks: An controller of banks by including the banks in 2nd Schedule of the Act. It issues directions, carries inspection (on-site as well as off-site) & exercises management control.

- Controller of credit: RBI can fix interest rates (including Bank Rate) & exercise selective credit controls. Various tools such as change in cash reserve ratio, stipulation of margin on securities, directed credit guidelines etc. are used for this purpose. It also carries sale & purchase of securities which are known as open market operations.

- Maintenance of external value: RBI is responsible also for maintaining external value of Indian currency as well as the internal value. Foreign exchange reserves are held by RBI & it has a wide power to regulate foreign exchange transactions under Foreign Exchange Management Act.

#### Important Facts of RBI

- RBI is not expected to perform the function of accepting deposits from the general public.

- Prime lending rate is decided by the individual banks.

- RBI decides the following rates namely; Bank rate, repo rate, reverse repo rate & cash reserve ratio.

- The quantitative instruments of RBI are – bank rate policy, cash reserve ratio & statutory liquidity ratio.

- The objective of monetary policy is to control inflation; discourage hoarding of commodities & encourage flow of credit into neglected sector.

- When RBI is lender of the last resort, it means that RBI advances credit against eligible securities.

- GOI decides the quantity of coins to be minted.

- The method which is used currently in India to issue currency

note – minimum reserve system. For issuing notes, RBI is required to hold the minimum reserves of Rs. 200 crores of which not less than Rs. 115 crores is to be held in gold.

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Topic 2: Policy Rates decided by the RBI

Current Policy rates as on 1 September 2021

- Policy Repo Rate: 6.50%
  - Reverse Repo Rate: 6.25%
  - Marginal Standing Facility Rate: 6.75%
  - Bank Rate: 6.75%
  - Fixed Reverse Repo Rate: 3.35%
  - CRR: 4.50%
  - SLR: 18.00%
  - Base Rate: 8.95% - 10.10%
  - MCLR (Overnight): 7.95% - 8.50%
  - Savings Deposit Rate: 2.70% - 3.00%
  - Term Deposit Rate > 1 Year: 6.00% - 7.25%
  - Repo Rate: Repo rate is the rate of interest which is levied on Short-Term loans taken by commercial banks from RBI. Whenever the banks have any shortage of funds they can borrow it from RBI.
  - Reverse Repo Rate: This is exact opposite of Repo rate. Reverse repo rate is the rate at which commercial banks charge on their surplus funds with RBI. RBI uses this tool when it feels there is too much money floating in the banking system.
  - SLR Rate: Statutory Liquidity Ratio is the amount a commercial bank needs to maintain in the form of cash, or gold or Govt. approved securities (Bonds) before providing credit to its customers. It is determined as the %age of total Net Demand & Time Liabilities (NDTL).
  - Bank Rate: It is defined in Sec 49 of RBI Act 1934 as the 'standard rate at which RBI is prepared to buy or rediscount bills of exchange or other commercial papers eligible for purchase under this act'.
  - Cash Reserve Ratio: CRR refers to the ratio of bank's cash reserve balances with RBI with reference to the bank's net demand & time liabilities to ensure the liquidity & solvency of the scheduled banks.
  - MSF: It was introduced w.e.f. May 09, 2011, by RBI.
- Eligibility: Scheduled Commercial Banks having Current

Account & SGL Account with RBI. Amount: 1% of NDTL

A Brief on LAF (Liquidity Adjustment Facility)

- It was introduced by RBI during June, 2000 in phases, to ensure smooth transition & keeping pace with technological upgradation.
- Tenor: Reverse Repo auctions (for absorption of liquidity) & Repo auctions (for injection of liquidity) are conducted on a daily basis (except Saturdays).
- Cap: 0.25% of NDTL w.e.f. 01.04.14.

Topic 3: Banking Regulation Act 1949|Schedule

Banks| Other Types of Banks

a) Passed as the Banking Companies Act 1949 (came into force w.e.f. 16.3.49 & changed to Banking Regulation Act 1949 w.e.f. 01.03.66, it was made applicable to J & K in 1956 (and now applicable throughout India).

b) The Act is not applicable to primary agricultural credit

societies, cooperative land mortgage banks & non-agricultural primary credit societies.

## SCHEDULED BANK

a) As per Sec 2 (e) of RBI Act, a scheduled bank means a bank who is included in 2nd schedule of RBI Act 1934.

b) A scheduled bank should satisfy the conditions which include paid-up capital & reserves requirement of not less than Rs. 5 lac, satisfaction of RBI that the affairs will not be conducted by the bank in a way to jeopardize the interests of the depositor. (Commercial, Rural & many State Coop Banks are classified as Scheduled Banks).

c) A bank that is not included in the 2nd Schedule of RBI is called Non-scheduled Bank.

Total No. of Banks as per RBI Website

- Total PSBs: 12
- Total Private Sector Banks: 21
- Payments Banks: 6 & Small Finance Banks: 11
- Regional Rural Banks: 43
- Foreign Banks: 45
- State Co-operative Banks: 34 (According to RBI website)
- Small finance Bank: 12
- List of Payment Bank: 6
- List of Financial Institutions in India: 4

- List of foreign banks having banking presence in India

Topic 4: What are the different types of accounts that can be opened in a Bank?

There are mainly three types of deposits accounts in banks.

They are

- Demand Deposits
- Time Deposits
- Non- Resident Deposits

## DEMAND DEPOSITS

### 1. Savings Accounts

- A savings account allows you to accumulate interest on funds you've saved for future needs. Interest rates can be compounded on a daily basis.
- Savings accounts vary by monthly service fees, interest rates, method used to calculate interest, and minimum opening deposit.
- In these type of accounts, we have salary or student account etc.

### 2. Current Accounts

- Current Accounts are basically meant for businessmen and are never used for investment or savings.
- These deposits are the most liquid deposits and there are no limits for number of transactions or the amount of transactions in a day.

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- Most of the current account are opened in the names of firm / company accounts.
- No interest paid by banks on these accounts. On the other hand, banks charges certain service charges, on such accounts.
- In this type of account do not contain any fixed maturity as these are on continuous basis accounts. Overdraft facility is available in this account.

### 3. No Frill Accounts:

- Banks were advised in November 2005 to make available a basic banking 'no-frills' account either with 'nil' or very low minimum balance as well as charges that would make such accounts accessible to vast sections of population.

- No frill account is a type of bank account, with low / Zero balance requirement with extra-features removed. •

RBI came up with this No-frill concept, because poor people cannot open regular bank accounting having requirements like Rs.5000/- minimum balance etc.

Basic Savings Bank Deposit Account (BSBDA) :

- According to the RBI guidelines August 2012, Basic Savings Bank Deposit (BSBD) account has been created under the Financial Inclusion, which has a zero minimum balance requirement, can be opened by people who do not want to be bothered with maintaining any minimum balance.

- A BSBD account does not require customers to maintain any monthly average balance. KYC Norms is applicable to these accounts.

- Since BSBD is a type of savings account, the eligibility of a customer to open this account and interest rates offered by it are the same as savings bank accounts.

- The customer cannot have any other savings bank account, if he/she has a basic savings bank deposit account in a bank. An individual is eligible to have only one 'Basic Savings Bank Deposit Account' in one bank.

- If the customer already has a savings bank account, the same will have to be closed within 30 days of opening a Basic Savings Bank Deposit or BSBD account. There is no charge on activation of inoperative BSBD accounts and no-account closure charges.

Conditions:

- Total credits in such accounts should not exceed one lakh rupees in a year.

- Maximum balance in the account should not exceed fifty thousand rupees at any time.

- The total of debits by way of cash withdrawals and transfers will not exceed ten thousand 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.

- Small Accounts can only be opened at CBS linked branches of banks or at such branches where it is



possible to manually monitor the fulfilments of the conditions

#### 4. Current Account Savings Account (CASA) :

- CASA deposit is the amount of money that gets deposited in the current and savings accounts of bank customers. It is the cheapest and major source of funds for banks. The savings accounts portion pays more interest compared to current accounts.
- A CASA operates like a normal bank account in which funds may be utilized at any time. Because of this flexibility, a CASA has a lower interest rate than a term deposit because the bank does not have a guarantee that all the funds are available to lend for a specific period of time.
- These deposits can move out of banks' books anytime, leading to assetliability mismatches. While in case of term deposits, banks are almost certain that the depositor may not withdraw money before the maturity of the deposit and may also renew the deposit on maturity.

#### CASA Ratio:

- The CASA ratio shows how much deposit in a bank has in the form of current and saving account deposits in the total deposit.
- A higher CASA ratio means higher portion of the deposits of the bank has come from current and savings deposit, which is generally a cheaper source of fund. Hence, higher the CASA ratio better the net interest margin, which means better operating efficiency of the bank.
- Net interest margin is difference between total interest income and expenditure and is shown as a percentage of average earning assets.

#### TIME DEPOSITS

##### 1. Recurring Deposits Account:

- These are popularly known as RD accounts and are special kind of Term Deposits and are suitable for people who do not have lump sum amount of savings but are ready to save a small amount every month.
- Normally, such deposits earn interest on the amount already deposited (through monthly installments) at the same rates as are applicable for Fixed Deposits / Term Deposits.

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- These are best if you wish to create a fund for your child's education or marriage of your daughter or buy a car without loans or save for the future.
- The RD interest rates paid by banks in India are usually the same as payable on Fixed Deposits, except when specific rates on FDs are paid for particular number of days.
- Recurring Deposit accounts are normally allowed for maturities ranging from 6 months to 120 months (10 Yrs).
- These accounts can be opened in single or joint names. Nomination facility is also available.

### 2. Fixed Deposits Accounts:

- All Banks in India (including SBI, PNB, ICICI Bank, Yes Bank etc.) offer fixed deposits schemes with a wide range of tenures for periods from 7 days to 10 years.
- These are also popularly known as FD accounts. However, in some other countries these are known as "Term Deposits" or "Bond".
- The term "fixed" in Fixed Deposits (FD) denotes the period of maturity or tenor. Therefore, the depositors are supposed to continue such Fixed Deposits for the length of time for which the depositor decides to keep the money with the bank.
- In case of urgent need, depositor can close the account prematurely by paying penalty. Penalty and Interest rate varies from different banks.

### NON- RESIDENT DEPOSIT ACCOUNTS

This type of account only applicable for Non- Resident Indians. They are

- a) NRO (Non-Resident Ordinary Rupees) Account
- b) NRE (Non-Resident External Rupees) Account
- c) FCNR (Foreign Currency Non-Resident) Account

### Other Accounts Nostro Accounts:

- Nostro accounts are generally held in a foreign country (with a foreign bank), by a domestic bank (from our perspective, our bank).
- It obviates that account is maintained in that foreign currency. For example, SBI account with HSBC in U.K.

### Vostro Accounts

- Vostro accounts are generally held by a foreign bank in

our country (with a domestic bank). It generally maintained in Indian Rupee (if we consider India)

- For example, HSBC account is held with SBI in India.

#### Loro Accounts

- Loro accounts are generally held by a third party bank, other than the account maintaining bank or with whom account is maintained.
- For example, BOI wants to transact with HSBC, but doesn't have any account, while SBI maintains an account with HSBC in U.K. Then BOI could use SBI account. In this case, for SBI this account is known as Nostro account and for BOI it is known as Loro Account.

#### Escrow Accounts

- This is a temporary account as it operates until the completion of a transaction process, which is implemented after all the conditions between the buyer and the seller are settled.
- An escrow account is a temporary pass through account held by a third party during the process of a transaction between two parties.
- An escrow account is an arrangement for safeguarding the seller against its buyer from the payment risk for the goods or services sold by the former to the latter.
- Escrow Accounts are legally permitted in India and for that you should be either an Advocate or a C.A. or a person of a high repute or a banker or a person on both the parties to the dispute or the transactions are ready to keep the money in Escrow with that person.
- For this, no certificate from any person, authority or RBI is required. RBI has also permitted Banks (Authorised Dealer Category I) to open escrow accounts on behalf of Non-Resident corporates for acquisition / transfer of shares/ convertible shares of an Indian company.

#### Gilt Accounts

- Accounts maintained by investors with the Primary dealers for holding their Government securities and Treasury bills in the demat form are known as Gilt accounts.
- A "Gilt Account" means an account opened and maintained for holding Government securities, by an entity or a person including 'a person resident outside India' with a "Custodian" permitted by the Reserve Bank of India to open and maintain Constituent Subsidiary

General Ledger Account with the Public Debt Office of the Reserve Bank of India.

- However, in case of a 'Person resident outside India, the activities in the operations/maintenance of Gilt Account shall be governed by the Foreign Exchange Management Act, 2000 and the regulations framed.

Inactive Accounts:

- If you have a current or a savings bank account and have not done any transactions or debit through it for more than 12 months, then it will be classified as an inactive account.

Dormant Account

- And if you don't do any transactions or debit from a bank account for 24 months, then it will be classified as dormant.
- As per Reserve Bank of India (RBI) guidelines, an account becomes dormant if a customer does not initiate transactions such as withdrawal of cash at a branch or Automated Teller Machine (ATM), payment by cheque, transfer of funds through Internet banking, phone banking or ATMs. Note: Both debit and credit transactions are considered for re-classifying accounts as inactive/dormant. However, these transactions have to be initiated by you or some third party.

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Individual Retirement Accounts (IRAs) :

- IRAs, or individual retirement accounts, allow you to save independently for your retirement.
- These plans are useful if your employer doesn't offer retirement benefits or you want to save more than your employer-sponsored plan allows.
- These accounts come in two types: the traditional IRA and Roth IRA.
- The Roth IRA is popular because the funds can be withdrawn tax-free in many situations. Others prefer

traditional IRAs because these contributions are tax-deductible.

- Both accounts have contribution limits and other requirements you may need to discuss with your tax

advisor before choosing your account.

Demat Account (Dematerialized Account) :

- In India's banking terminology, the term DEMAT Account refers to a deposit made at an Indian financial institution that can be used for investing in shares of stocks and other financial assets.
- DEMAT is short for "Dematerialized" and such accounts require that an investor open an account with an investment broker linked to a savings or other funded account.
- Securities are held electronically in a DEMAT Account, thereby eliminating the need for physical paper certificates. This feature helps prevent problems such as: loss, forgery or theft of the certificates and makes the process of buying and selling securities much more efficient.

Exchange Earners' Foreign Currency Account (EEFC) :

- Exchange Earners' Foreign Currency Account (EEFC) is an account maintained in foreign currency with an Authorised Dealer Category - I bank i.e. a bank authorized to deal in foreign exchange.
- It is a facility provided to the foreign exchange earners, including exporters, to credit 100 per cent of their foreign exchange earnings to the account, so that the account holders do not have to convert foreign exchange into Rupees and vice versa, thereby minimizing the transaction costs.
- All categories of foreign exchange earners, such as individuals, companies, etc., who are resident in India, may open EEFC accounts.
- An EEFC account can be held only in the form of a current account. No interest is payable on EEFC accounts
- SEZ Units cannot open EEFC Accounts. However, a unit located in a Special Economic Zone can open a Foreign Currency Account with an Authorised Dealer in India.

Miscellaneous Terms related to the Deposits

- Demand liabilities: Current deposits, Demand liabilities portion of saving deposits, margins held against LC/LG, Balances in overdue FD, cash certificate & RD, Outstanding TTs, MTs & DDs, Unclaimed deposits, Credit balance in CC a/c & Deposits held as security for loan payable on demand.
- Time liabilities: FDs, cash certificate, cumulative & RDs,

time liabilities portion of saving bank deposits, staff security deposits, margins against LC not payable on demand, deposit held as securities for advances & India Dev Bonds.

#### Topic 5: Negotiable Instrument Act & Cheques

- In India the Negotiable Instruments Act was passed during 1881 which came into force wef March 01, 1882.

An Act to define and Law relating to negotiable instruments which are Promissory Notes, Bills of Exchange and cheques (as per section 13). Various other paper instruments like a Banker's cheque, Payment order, Payable 'At Par' cheques (Interest/Dividend warrants, refund orders, gift cheques etc.), are also used to cater to the specific payment needs. The statutory basis for these instruments was provided by the Negotiable Instruments Act, 1881 (NI Act).

Bank Holidays are declared by Central/State Governments/ Union Territory under the Negotiable Instruments (NI) Act, 1881.

Some of the important sections of the Act:

- Section 4 - Promissory note
- Section 5 - Bill of exchange
- Section 6 – Cheque
- Section 15 – Endorsement

#### Promissory Note

A "promissory note" is an instrument in writing (not being a bank-note or a currency-note) containing an unconditional

undertaking, signed by the maker, to pay a certain sum of money only to, or to the order of, a certain person, or to the bearer of the instrument. Bank notes are frequently referred to as promissory notes, a promissory note made by a bank and payable to bearer on demand.

A promissory note is a written agreement to pay a specific amount to specific party at a future date or on demand.

Conditions:

- It must be in writing.
- It must contain an unconditional promise to pay.
- It should be signed by the maker.
- The payment should be made to a certain person.
- The certainty of the amount payable should be there.
- It should be stamped.

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## Bill of exchange

A Bill of Exchange is an instrument in writing containing an unconditional order, signed by the maker, directing a certain person to pay a certain sum of money only to, or to the order of, a certain person or to the bearer of the instrument.

The bill of exchange is defined as written order for payment issued by the creditor to his debtor.

Conditions:

- Bills of exchange must be in writing.
- Bills of exchange are not a request to pay and an order to pay.
- The order must be signed by the drawer, i.e. the maker.
- The order must be for the payment of money only.

## Cheque and its Different Types

Cheque is an instrument in writing containing an unconditional order, addressed to a banker, sign by the person who has deposited money with the banker, requiring him to pay on demand a certain sum of money only to or to the order of certain person or to the bearer of instrument.

A cheque is a document that orders a bank to pay a specific amount of money from a person's account to the person in whose name the cheque has been issued.

### Parts of a Cheque

The four main items on a cheque are:-

- Drawer, the person or entity who makes the cheque (The person who issue the cheque or hold the account with bank).
- Payee, the recipient of the money (A person whose name is mentioned in the cheque or to whom the drawee makes payment. If drawer has drawn the cheque in favour of self, then drawer is payee)
- Drawee, the bank or other financial institution where the cheque can be presented for payment. (The Person who is directed to make the payment against cheque)
- Amount, the currency amount

### History of Cheques in India

- The Cheque was introduced in India by the Bank of Hindustan. In 1881, the Negotiable Instruments Act was enacted in India. The NI Act provided a legal framework for non-cash paper payment instruments in India.
- In 1938, the Calcutta Clearing Banks' Association, which was the largest bankers' association at that time, adopted clearing house.
- Until 1 April 2012, cheques in India were valid for a period of six months from the date of their issue, before the Reserve

Bank of India issued a notification reducing their validity to three months from the date of issue.

What are the Types of Cheque?

1. Bearer Cheque or open Cheque: When the words "or bearer" appearing on the face of the cheque are not cancelled, the cheque is called a bearer cheque. The bearer cheque is payable to the person specified therein or to any other else who presents it to the bank for payment.

2. Order Cheque: When the word "bearer" appearing on the face of a cheque is cancelled & when in its place the word "or order" is written on the face of the cheque, the cheque is called an order cheque. Such a cheque is payable to the person specified therein as the payee, or to any one else to whom it is endorsed (transferred).

3. Crossed Cheque: Crossing of cheque means drawing two parallel lines on the face of the cheque with or without additional words like "& CO." or "Account Payee" or "Not Negotiable". A crossed cheque cannot be encashed at the cash counter of a bank but it can only be credited to the payee's account.

4. Ante-Dated Cheque: If a cheque bears a date earlier than the

date on which it is presented to the bank, it is called as "ante-dated cheque". Such a cheque is valid upto 3 months from the

date of the cheque.

5. Post-Dated Cheque: If a cheque bears a date which is yet to come (future date) then it is known as post-dated cheque. It cannot be honoured earlier than the date on the cheque.

6. Stale Cheque: If a cheque is presented for payment after 3 months from the date of the cheque it is called stale cheque. A stale cheque is not honoured by the bank.

7. A self-cheque: It is written by the account holder as pay self to receive the money in the physical form from the branch where he holds his account.

8. "A truncated cheque" means a cheque which is truncated during the course of a clearing cycle, either by the clearing house or by the bank whether paying or receiving payment, immediately on generation of an electronic image for transmission. The expression "clearing house" means the clearing house managed by the RBI or a clearing house recognised as such by the RBI.'



### The Parties of a Cheque

There are three parties to the cheque

- Drawer or Maker
- The bank - on whom the cheque is drawn (i.e. the bank with whom the account is maintained by the drawer)
- Payee – Payee is the person whose name is mentioned on the cheque to whom or to whose order the money is directed to be paid.
- ENDORSEMENT: As per Section 15, endorsing means signing on the face or backside of an instrument (or even on a paper called Allonge or stamped paper), for the purpose of negotiating (transferring to next person) a negotiable instrument.

### A Brief on Crossing of a Cheque

- Crossing of a cheque means two parallel transverse lines on

the face with or without words, such as '& Co', 'not-negotiable', 'payee's account only' etc. The words without

lines will not constitute crossing. Such instruments should not be paid as drawer's mandate is not clear.

- Crossing is applicable in case of cheques & demand draft only & does not cover BOE or promissory note.

What are the Types of Crossing?

- General crossing (sec 123): General crossing is where a cheque bears across its face two parallel transverse lines (with or without words such as "& co" or any abbreviation. (Words not important, lines are).
- Special crossing (sec 124): Where a cheque bears across its

face, name of bank, either with or without the words not-negotiable (lines are not important, the addition of name of

the bank is important), that addition shall be deemed as special crossing & the cheque be considered to be crossed specially to banker.

- Special Crossing in favour more than one bank: As per Section 127, if a cheque is crossed specially to more than one

bank (unless one bank is acting as collecting agent to another), the payment shall be refused. A cheque crossed to two or more branches of the same bank is considered to be crossed to one bank only.

- Not negotiable crossing: As per Section 130, a person taking a cheque crossed generally or specially bearing the words 'not negotiable' shall not have not be capable of giving a better title to the cheque than that, which the person from whom he took it, had.

#### Demand Drafts

- Demand draft is defined as per Section 85 (a) of NI Act 1881 as an order to pay money drawn by one office of a bank upon another office of the same bank for a sum of money payable to order on demand.

- It is payable to order on demand (85-A NI Act). It cannot be issued as payable to bearer (Sec. 31 RBI Act).

- If a bank fails to honour a bank draft, it renders itself liable for damages. Similarly, omission of signatures or wrong signatures can also make the bank liable.

- By prior arrangement, the paying bank could be a different bank also.

#### Topic 6: Financial Inclusion & the initiatives

launched to achieve it

Financial inclusion involves

1) Give formal banking services to poor people in urban & rural areas.

2) Promote habit of money-savings, insurance, pension-investment among poor-people.

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

#### No Frill Account

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

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

Customer) norms.

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

What is BSBDA (Basic Savings & Bank Deposit A/c)?

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

- This account shall not have the requirement of any minimum balance.
- The services available in the account will include: deposit & withdrawal of cash at bank branch as well as ATMs; receipt/credit of money through electronic payment channels or by means of deposit/collection of cheques drawn by Central/State Govt. agencies & departments;
- While there will be no limit on the number of deposits that can be made in a month, account holders will be allowed a maximum of four withdrawals in a month, including ATM withdrawals.
- Facility of ATM card or ATM-cum-Debit Card.

Business Correspondent

- The business correspondent is nothing but a bank-in-person, who is authorised to collect small ticket deposits and extend small credit on behalf of the banks. A BC also does the following activities: Recovering the principal interest of small value deposits.

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- The RBI has allowed banks to appoint entities and individuals as agents for providing basic banking services in remote areas where they can't practically start a branch. These agents are called Business Correspondents.
- Business Correspondents are hence instrumental in facilitating financial inclusion in the country.
- As per the RBI guidelines the products provided by BCs are: Small Savings Accounts, Fixed Deposit and Recurring Deposit with low minimum deposits, Remittance to any BC customer, Micro Credit and General Insurance.
- The BC model allows banks to provide door-step delivery of services especially 'cash in – cash out' transactions at a location much closer to the rural population, thus addressing the last-mile problem.

Topic 7: All about the Priority Sector Lending

## Norms (Updated)

It means provide credit to the needy sectors of the society. The sectors are:

- Agriculture • Micro & Small Enterprises
- Education • Housing
- Export • Weaker Sections
- Social Infrastructure • Renewable Energy

## Targets under PSL

Domestic and Foreign Banks (with 20 branches and above):

- Total Priority Sector: 40% of Adjusted Net Bank Credit or Off-Balance Sheet Exposure, whichever is higher.
- Agriculture: 18% of ANBC or Off-Balance Sheet Exposure, whichever is higher.
- Micro Enterprises: 7.5% of ANBC or Off-Balance Sheet Exposure, whichever is higher.
- Advances to Weaker Sections: 12% of ANBC or Off-Balance Sheet Exposure, whichever is higher.

Foreign Banks (with less than 20 branches):

- Total Priority Sector: 40% of Adjusted Net Bank Credit or Off-Balance Sheet Exposure, with specific allocations.

• Agriculture, Micro Enterprises, Advances to Weaker Sections: Not applicable.

Regional Rural Banks:

- Total Priority Sector: 75% of ANBC, with specific considerations.
- Agriculture: 18% of ANBC or Off-Balance Sheet Exposure, whichever is higher.
- Micro Enterprises: 7.5% of ANBC or Off-Balance Sheet Exposure, whichever is higher.
- Advances to Weaker Sections: 15% of ANBC or Off-Balance Sheet Exposure, whichever is higher.

Small Finance Banks:

- Total Priority Sector: 75% of ANBC.
- Agriculture: 18% of ANBC or Off-Balance Sheet Exposure, whichever is higher.
- Micro Enterprises: 7.5% of ANBC or Off-Balance Sheet Exposure, whichever is higher.
- Advances to Weaker Sections: 12% of ANBC or Off-Balance

Sheet Exposure, whichever is higher.

Categorization of MSME according to MSME ACT 2006

- The government has given a new turnover based classification of MSMEs. As per this new classification, the MSMEs are categorized in term of business turnover. This is in place of the previous classification based on investment made in plant & machineries if they are operating in the manufacturing sector & investment in equipment for service sector companies. As per the new classification, the same turnover based criteria applied for all type of MSMEs including those operating in the services sector.
- It was the Micro, Small & Medium Enterprises Development (MSMED) Act which was notified in 2006 that defined the three tier of micro, small & medium enterprises & set investment limits.

Table: Classification of MSMEs

Classification Micro Small Medium

Manufacturing

Enterprises &

Enterprises

rendering

Services

Investment

in Plant &

Machinery

or

Equipment:

Not more

than Rs.1

crore &

Annual

Turnover ;

not more

than Rs. 5

crore

Investment

in Plant &

Machinery

or

Equipment:

Not more

than Rs.10

crore &  
Annual  
Turnover ;  
not more  
than Rs. 50  
crore  
Investment  
in Plant &  
Machinery  
or  
Equipment:  
Not more  
than Rs.50  
crore &  
Annual  
Turnover ;  
not more  
than Rs.  
250 crore

#### Other Targets under PSL

- Farmers with landholding of up to 1 hectare are considered as Marginal Farmers. Farmers with a landholding of more than 1 hectare & upto 2 hectares are considered as Small Farmers.
- SCB having any shortfall in lending to priority sector shall be allocated amounts for contribution to Rural Infrastructure Development Fund with NABARD.
- Export credit will be allowed up to 32% of ANBC for Foreign banks with less than 20 branches in India.
- For Education, banks can provide loans to individuals for educational purposes including vocational courses upto Rs. 10 lakh for studies in India & Rs. 20 lakh for studies abroad.

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#### Non-achievement of Priority Sector targets

- Scheduled Commercial Banks having any shortfall in lending to priority sector shall be allocated amounts for contribution to RIDF established with NABARD & other Funds with NABARD/NHB/SIDBI, as decided by the Reserve Bank from time to time.
- The interest rates on banks' contribution to RIDF or any

other Funds, tenure of deposits, etc. shall be fixed by Reserve Bank of India from time to time.

RBI revises priority sector lending norms for RRBs

Salient features of the guidelines:-

- Targets: 75% of total outstanding to the sectors eligible for classification as priority sector lending.
- Categories of the Priority Sector: Medium Enterprises, Social Infrastructure & Renewable Energy will form part of the Priority Sector, in addition to the existing categories, with a cap of 15% of total outstanding.
- Agriculture: 18% of total outstanding should be advanced to activities mentioned under Agriculture.
- Small & Marginal Farmers: A target of 8% of total outstanding has been prescribed for Small & Marginal Farmers within Agriculture.
- Micro Enterprises: A target of 7.5 % of total outstanding has been prescribed for Micro Enterprises.
- Weaker Sectors: A target of 15 % of total outstanding has been prescribed for Weaker Sections.
- Monitoring: Priority Sector Lending will be monitored on a quarterly as well as annual basis.

Topic 8: Financial Market| Important Points on Money Market, Capital Market & their Instruments

## MONEY MARKET

It is a market for short-term debt securities, such as commercial paper, repos, negotiable certificates of deposit, & Treasury Bills with a maturity of one year or less.

## CAPITAL MARKETS IN INDIA

It is the market for long term funds. It refers to all the facilities & institutional arrangements for borrowing & lending medium & long term funds.

Money Market Capital Market

Regulated by RBI Regulated by SEBI

Major money market Instruments

- Certificate of Deposit (CD)
- Commercial Paper (CP)
- Inter Bank Participation Certificates
- Inter Bank term Money
- Treasury Bills
- Bill Rediscounting

- Call/Notice Money

Terms relating to Money Market

Call Money Money lent or borrowed for one day

Notice Money Money lent or borrowed for a period of 2-

14 days.

Term Money Money lent or borrowed for 15 days to 1

year.

Yield to  
maturity

Expected rate of return on an existing  
security purchased for the market.

Coupon Rate Specified interest rate on a fixed  
maturity security fixed at the time of  
issue.

#### CALL/NOTICE MONEY MARKET OPERATIONS

- Under call money market, funds are transacted on overnight basis & under notice money market, for 2 days to 14 days.
- Participants include banks (excluding RRBs) & Primary Dealers (PDs), both as borrowers & lenders. Non-bank institutions are not permitted in the call/notice money market with effect from August 6, 2005.
- Calculation of interest payable is based on FIMMDA's (Fixed Income Money Market & Derivatives Association of India) Handbook of Market Practices.

#### INSTRUMENT OF GOVT. BORROWING

- To meet the temporary receipt & expenditure mismatch, govt. obtains over draft from RBI under Ways & Means Advances. For short term liquidity, it issues cash management bills, treasury bills of 91 days, 182 days & 364 days maturity. For long term funds, it uses dated securities in the form of bonds/long term loans.

#### TREASURY BILLS

- These are the instruments (in the form of promissory notes) of short term borrowing by the Central govt., first issued in India in 1917.
- TBs can be purchased by any one (including individuals) except State govt.



- Minimum amount of face value Rs. 25000 & in multiples thereof.
- Maturity: 91 days, 182 days & 364 days.
- Treasury bills are zero coupon securities. They are issued at a discount & redeemed at face value at maturity.

#### Cash Management Bills (CMB)

- CMB introduced on 11.08.11, is a short-term security to be sold by Govt. of India to raise temporary money for cash management needs.
- The tenure is less than 91 days but the notified amount & date of issue depends upon the temporary cash requirement of the Govt.
- It is issued at discount to the face value through auctions, as in the case of the Treasury Bills.

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#### DATED SECURITIES

- These are long term securities & carry a fixed or floating coupon (interest rate) paid on the face value, payable at fixed time periods (half-yearly).
- The tenor of dated securities can be up to 40 years.
- Public Debt Office of RBI acts as the registry/depository of Govt. securities & deals with the issue, interest payment & repayment of principal at maturity.

#### WAYS & MEANS ADVANCES (WMAs)

- WMAs were introduced as per an agreement between RBI & Govt.
- WMAs are temporary overdrafts by RBI to govt. (Central & State) under Section 17(5) of RBI Act. WMSs replaced the earlier ad hoc T-Bills system.
- WMAs bridge the time interval of mismatch between govt. expenditure & receipts.
- Duration: 10 consecutive working days for Central Govt. & 14 days for State Govt.

#### OTHER MONEY MARKET INSTRUMENTS

##### CERTIFICATE OF DEPOSIT

This scheme was introduced in July 1989, to enable the banking system to mobilize bulk deposits from the market, which they

can attract at competitive rates of interest.

Who can

issue

Scheduled commercial banks (except RRBs) &

All India Financial Institutions within their

'Umbrella limit'.

CRR/SLR Applicable on the issue price in case of banks

Investors Individuals (other than minor), corporations, companies, trusts, funds, associations etc.

Maturity Min: 7 days, Max : 12 Months (in case of FIs minimum 1 year & maximum 3 years).

Amount Min: Rs. 1 lac, beyond which in multiple of Rs. 1

lac

Int. Rate Market related. Fixed or floating

Loan Against collateral of CD not permitted

Nature Usance Promissory note. Can be issued in

Dematerialisation form only wef June 30, 2002

COMMERCIAL PAPER

i. CP introduced during 1990, is a short term money market instrument issued as an unsecured usance promissory note & privately placed.

ii. Who can issue Commercial paper (CP): Companies, primary dealers (PDs) & all-India financial institutions (FIs).

iii. A company is eligible to issue CP if:

(a) Its tangible net worth, as per latest audited balance sheet, is not less than Rs. 4 crore.

(b) Sanctioned working capital limit by bank/s or all-India financial institution/s;

(c) The borrower accounts are classified as a Standard Asset by financing bank/s/ institution/s & '

(d) Minimum credit rating from SEBI approved credit rating agency (CRA) is A3.

iv. Maturity: Min 15 days & max upto one year

v. Amount: Min Rs. 5 lakh or multiples thereof.

Collateralised Borrowing & Lending Obligation (CBLO)

• CBLO, an RBI approved money market instrument, is developed by CCIL for the benefit of the entities phased out from interbank call money market or given restricted

participation in terms of ceiling on call borrowing & lending transactions & who do not have access to the call money market.

- It is a discounted instrument available in electronic book entry form for the maturity period ranging from 7 days to 90 Days (can be up to one year as per RBI guidelines).

#### CAPITAL MARKETS IN INDIA

- a) It refers to all the facilities & institutional arrangements for borrowing & lending medium & long-term funds.
- b) It is segregated into (i) gilt edged market & (ii) the industrial securities market.

- c) The gilt edged market refers to the market for govt. & semi-govt. securities which are traded in the market in stable value

& are sought after by banks & other institutions.

- d) The industrial securities market refers to the market for shares & debentures of old as well as new companies. This market is further divided as primary market & secondary market.

- The primary market refers to the setup which helps the industry to raise funds by issuing different types of securities, which are issued directly to the investors, both individual & institutions.
- The secondary market refers to the network for subsequent sale & purchase of securities, after these are issued.

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#### INDIAN DEPOSITORY RECEIPTS (IDRs)

IDR is an instrument in the form of a Depository Receipt created by the Indian depository in India against the underlying equity shares of the issuing company. In an IDR, foreign companies would issue shares, to an Indian companies would issue shares, to an Indian Depository which would in turn issue depository receipts to investors in India.

Topic 9: All about the DICGC (Deposit Insurance & Credit Guarantee Corporation of India)

1. Which banks are insured by the DICGC?

All commercial banks including branches of foreign banks functioning in India, local area banks & regional rural banks are insured by the DICGC.

## 2. What does the DICGC insure?

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

- (i) Deposits of foreign Govt.s;
- (ii) Deposits of Central/State Govt.s;
- (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
- (vi) Any amount, which has been specifically exempted by the corporation with the previous approval of Reserve Bank of India.

## 3. What is the maximum deposit amount insured by the DICGC?

The DICGC insures principal and interest upto a maximum amount of Rs. 5 lakhs.

## 4. HQ: Mumbai | Chairman, DICGC | Dr. M.D. Patra

### Topic 10: NPAs & SARFAESI Act

It means once the borrower has failed to make interest or principal payments for 90 days, the loan is considered to be a non-performing asset.

#### Criteria for classification of loan as NPA

Farm Credit within Agriculture loans: A loan will be treated as an NPA if installment of the principal or interest remains unpaid beyond the due date for (a) two crop seasons in case of short duration crops (maturing within one year) & (b) one crop season for long duration crops (maturing after one year). This would also be applicable, mutatis mutandis, to agricultural term loans. In other agriculture loans, the 90 days norm would be applicable.

### SARFAESI Act & Rules

- SARFAESI Act (The Securitization & Reconstruction of Financial Assets & Enforcement of Security Interest Act, 2002)
- The SARFAESI Act is an Indian law which allows banks and other financial institution to auction residential or commercial properties to recover loans. It gives powers of "Seize and Desist" to banks.
- Banks can give a notice in writing to the defaulting borrower requiring it to discharge its liabilities within 60 days. If the borrower fails to comply with the notice, then banks are

allowed to take possession of the collateral property and sell it without the permission of a court under this act.

- This law allowed the creation of Asset Reconstruction

Companies (ARC) and allowed banks to sell their non-performing assets to ARCs. The first asset reconstruction

company (ARC) of India, ARCIL, was set up under this act.

Conditions:

➤ SARFAESI is effective only for secured loans where bank can enforce the underlying security eg. Hypothecation, pledge and mortgages. This law does not apply to unsecured loans, loans below Rs.100,000 or where remaining debt is below 20% of the original principal.

➤ The Debt has been classified under Non-Performing Assets by the banks.

➤ This act is not applicable to an Agricultural land.

The assets portfolio of the banks is required to be classified as

(1) Standard assets (2) sub-standard assets

(3) Doubtful assets (4) loss assets.

- Standard asset is one that does not disclose any problems & which does not carry more than normal risk attached to the business.

- An asset which has been classified as NPA for a period not exceeding 12 months is considered as sub-standard asset.

- Doubtful asset is one which has remained NPA for a period exceeding 12 months.

- An asset which is considered uncollectible & loss has been identified by the bank or internal or external auditors or the RBI inspection & the loss has not been written off is regarded as loss asset.

What is pledge: U/s 172 of Indian Contracts Act, pledge is bailment (delivery) of goods as security for payment of a loan. Only goods (movable assets excluding actionable claims (Sec 2(7) of Sales of Goods Act) can be pledged.

Topic 11: A Brief on ATMs in India

1. What is an Automated Teller Machine (ATM)?

A. Automated Teller Machine is a computerized machine that provides the customers of banks the facility of accessing their account for dispensing cash & to carry out other financial & non-financial transactions without the need to actually visit their bank branch.

2. What is White Label ATMs (WLAs)?

A. ATMs set up, owned & operated by non-banks are called White Label ATMs. Non-bank ATM operators are authorized under Payment & Settlement Systems Act, 2007 by the Reserve Bank of India.

3. Is there any time limit for the card issuing banks for recrediting the customer's account for a failed ATM/WLA transaction?

A. As per the RBI instructions, banks have been mandated to resolve customer complaints by re-crediting the customer's account within 5 working days from the date of complaint.

4. Are the customers eligible for compensation for delays beyond 5 working days?

A. Yes. Effective from July 1, 2011, banks have to pay compensation of Rs. 100/- per day for delays in re-crediting the amount beyond 5 working days from the date of receipt of complaint for failed ATM transactions.

Topic 12: Currency System in India

- Money as a means of payment consists of coins, paper money & withdrawable bank deposits.
- Legal tender: As per provisions of coinage Act 1906, bank notes, currency notes & coins (Rs. 1 & above) are legal tender for unlimited amount. The subsidiary coins (below Re 1) are legal tenders for sum not exceeding Re 1. Issue of 1, 2 & 3 paise coins discontinued wef Sep 16, 1981.
- Currency chests are operated by RBI so that they can provide good quality currency notes to the public. However, RBI has appointed commercial banks to open & monitor currency chests on behalf of RBI. The cash kept in currency chests is considered to be kept in RBI.
- The bank branches are also authorised to establish Small Coin Depots to stock small coins. The Small Coin Depots also distribute small coins to other bank branches in their area of operation.

What are soiled, mutilated & imperfect banknotes?

- Government note: means any note issued by Central Government or supplied by the Central Government to the Bank & issued by the Bank, provided the liability for the payment of the value in respect of such note has devolved on & been taken over by the Bank.
- Imperfect Note: means any note, which is wholly or partially, obliterated, shrunk, washed, altered or

indecipherable but does not include a mutilated note.

- Mutilated note: means a note of which a portion is missing or which is composed of more than two pieces.

- Mismatched note: means a mutilated note which has been formed by joining a half note of any one note to a half note of another note.

- Soiled note: means a note which, has become dirty due to usage & also includes a two piece note pasted together wherein both the pieces presented belong to the same note, & form the entire note.

### Pre-2005 series Banknotes

The banknotes issued before 2005 MG series are called pre-2005 series banknotes, which do not have the year of printing on the reverse side. On Jan 23, 2014, RBI decided to withdraw, from circulation, these notes as they have fewer security features.

1. These notes shall continue to be legal tender. The notes are only being withdrawn from circulation.

2. These notes can be exchanged at select bank branch till 30.06.16.

### Currency Quick Facts

Den. Letter Colour Motif Dimension

10 -

Chocolate

Brown

Sun Temple,

Konark

63 mm

x120 mm

20 -

Greenish

yellow Ellora Caves 63 mm

x150 mm

50 -

Fluoresce  
nt Blue

Hampi  
with Chariot

66 mm  
x140 mm

200 H

Bright  
Yellow Sanchi Stupa 66 mm  
×150 mm

500 -

Stone  
Grey Red Fort 66mm  
x150mm

Topic 13: A close look at the Prompt Corrective

Action (PCA)

What is PCA as per RBI? All Misconceptions Cleared

- RBI clarified that the PCA framework is not intended to constrain normal operations of the banks for the general public.
- Under RBI's supervisory framework, it uses various measures/tools to maintain sound financial health of banks. PCA framework is one of such supervisory tools.
- It involves monitoring of certain performance indicators of the banks as an early warning exercise & is initiated once such thresholds as relating to capital, asset quality etc. are breached.
- Its objective is to facilitate the banks to take corrective measures including those prescribed by the Reserve Bank, in a timely manner, in order to restore their financial health.
- It provides an opportunity to the Reserve Bank to pay focussed attention on such banks by engaging with the management more closely in those areas.
- The PCA framework is, thus, intended to encourage banks to eschew certain riskier activities & focus on conserving capital so that their balance sheets can become stronger.



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Salient Features of revised PCA Framework for Banks

- A. Capital, asset quality & profitability continue to be the key areas for monitoring in the revised framework.
- B. Indicators to be tracked for Capital, asset quality & profitability would be:
  - a) CRAR/ Common Equity Tier I ratio: CET ratio – the percentage of core equity capital, net of regulatory adjustments, to total risk weighted assets as defined in RBI Basel III guidelines
  - b) Net NPA ratio: NNPA ratio – the percentage of net NPAs to net advances
  - c) Return on Assets: ROA – the percentage of profit after tax to average total assets
- C. Leverage would be monitored additionally as part of the PCA framework.
- D. Breach of any risk threshold (as detailed under) would result in invocation of PCA.
- E. The PCA framework would apply without exception to all banks operating in India including small banks & foreign banks operating through branches or subsidiaries based on breach of risk thresholds of identified indicators.
- F. A bank will be placed under PCA framework based on the audited Annual Financial Results & the Supervisory Assessment made by RBI.

Topic 14: All about the Products of NPCI

- National Payments Corporation of India (NPCI) is an umbrella organization for all retail payments system in India. It was incorporated in December 2008 & the Certificate of Commencement of Business was issued in April 2009.
- The authorized capital was pegged at Rs 300 crore & paid up capital was Rs 100 crore.
- Biswamohan Mahapatra| Non-Executive Chairman & Dilip Asbe- MD & CEO

A Brief on BHIM

- Bharat Interface for Money is an app that lets you make simple, easy & quick payment transactions using Unified Payments Interface (UPI). This can be done using just Mobile number or Virtual Payment Address (VPA). Currently it is available in 13 languages.
- Virtual Payment Address (VPA) is a unique identifier which

you can use to send & receive money on UPI.

- With BHIM, you can't pay more than Rs. 1 Lakh in a transaction.
- Daily limit for BHIM app transaction is Rs. 100000 per day.

A Brief on UPI- 2016

- Unified Payments Interface is an instant payment system developed by NPCI. UPI is built over the IMPS infrastructure & allows you to instantly transfer money between any two parties' bank accounts.
- UPI-PIN is a 4-6 digit pass code you create/set during first time registration with this App.
- The upper limit per UPI transaction is Rs. 1 Lakh.

Immediate Payment Service (IMPS): It was launched in 2010. IMPS offers an instant, 24X7, interbank electronic fund transfer service through mobile phones.

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

Overview of \*99\*99# Service: \*99\*99# is a USSD (Unstructured Supplementary Service Data) based value added service from NPCI that facilitates the customers to check the status of his/her Aadhaar number seeding/linking in the bank account. The service works across all GSM service providers & brings together the diverse ecosystem partners such as Banks & TSPs (Telecom Service Providers).

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

A Brief on QSAM: \*99\*99# service, is alternatively known as QSAM (Query Service on Aadhaar Mapper). Using this service, a person can check the Aadhaar seeding/linking status in his/her bank account.

A Brief on NACH

- NPCI implemented "National Automated Clearing House (NACH)" for Banks, Financial Institutions, Corporates & Govt., is a web based solution to facilitate interbank, high volume, electronic transactions which are repetitive & periodic in nature.
- NACH System can be used for making bulk transactions

towards distribution of subsidies, dividends, interest, salary, pension etc. for bulk transactions towards collection of payments pertaining to telephone, electricity, water, loans, investments in mutual funds, insurance premium etc.

- NACH's Aadhaar Payment Bridge (APB) System, developed by NPCI has been helping the Govt. & Govt. Agencies in making the Direct Benefit Transfer scheme a success.

BBPS: Bharat Bill Payment System (BBPS) will function as a tiered structure for operating the bill payment system in the country under a single brand image. NPCI will function as the authorized Bharat Bill Payment Central Unit (BBPCU), which will be responsible for setting business standards, rules & procedures for technical & business requirements for all the participants.

Topic 15: Small Finance Banks & its Headquarters

- The objective is to further financial inclusion by (a) provision of savings vehicles, (b) supply of credit to small business units; small & marginal farmers; micro & small industries; &

other unorganised sector entities, through high technology-low cost operations.

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- It shall primarily undertake basic banking activities of acceptance of deposits & lending to unserved & underserved sections including small business units, small & marginal farmers, micro & small industries & unorganised sector entities. The minimum paid-up equity capital is Rs. 200 crores.

- The promoter's minimum initial contribution to the paid-up equity capital of such small finance bank shall at least be 40 % & gradually brought down to 26 % within 12 years from the date of commencement of business of the bank.

Headquarters of the Small Finance Banks

- Au Finance Small Finance Bank Ltd., Jaipur
- Capital Small Finance Bank Ltd., Jalandhar
- Fincare Small Finance Bank Ltd., Bengaluru
- Equitas Small Finance Bank, Chennai
- ESAF Small Finance Bank Ltd., Registered Office- Chennai, Corporate Office- Thrissur (Kerala)
- Jana Small Finance Bank Limited, Bengaluru
- North East Small Finance Bank, Guwahati
- Suryoday Small Finance Bank Ltd., Navi Mumbai

- Ujjivan Small Finance Bank Ltd., Bengaluru
- Utkarsh Small Finance Bank Ltd., Varanasi
- Shivalik Small Finance Bank Limited, New Delhi
- Unity Small Finance Bank Limited, New Delhi

#### Topic 16: Payments Banks & its Headquarters

- The objective is to further financial inclusion by providing (i) small savings accounts (ii) payments/remittance services to migrant labour workforce, low income households, small businesses, other unorganised sector entities & other users.
- Scope of activities: Acceptance of demand deposits. It will initially be restricted to holding a maximum balance of Rs. 100,000 per individual customer.
- It cannot undertake lending activities. Apart from amounts maintained as CRR on its outside demand & time liabilities, it will be required to invest minimum 75% of its "demand deposit balances" in SLR eligible. The minimum paid-up equity capital shall be Rs. 100 crore.
- The promoter's minimum initial contribution to the paid-up equity capital of such payments bank shall at least be 40 % for the first five years from the commencement of its business.

#### Headquarters of the Payment Banks

- India Post Payment Bank – New Delhi
- Airtel Payment Bank Limited- Registered Office-New Delhi, Corporate Office- Gurugram, Haryana
- Paytm Payment Bank Limited- Noida, UP
- Jio Payment Bank – Mumbai
- Fino Payment Bank Limited- Navi Mumbai
- NSDL Payment Bank Limited- Mumbai

#### Topic 17: What are the Risks in Banking Sector?

- Credit risk: It usually occurs because of inadequate income or business failure. Credit risk signifies a decline in the credit assets' values before default that arises from the deterioration in a portfolio or an individual's credit quality.
- Market risk: Basel Committee on Banking Supervision defines market risk as the risk of losses in on- or off-balance sheet positions that arise from movement in market prices. Market risk is the most prominent for banks present in investment banking.
- Operational risk: Basel Committee on Banking Supervision defines operational risk "as the risk of loss resulting from inadequate or failed internal processes, people & systems or from external events. Operational risk, the risk in all banking

transactions

- Liquidity risk: Liquidity risk is the risk of a bank not being able to have enough cash to carry out its day-to-day operations.
- Reputational risk—when banks lose the public's trust: It is the risk of damage to a bank's image & public standing that occurs due to some dubious actions taken by the bank.
- Business Risk: Business risk is the risk arising from a bank's long-term business strategy. It deals with a bank not being able to keep up with changing competition dynamics, losing market share over time, & being closed or acquired.

Topic 18: What are the BASEL-3 Norms & a brief

on the 3 Pillars of Basel?

The Bank for International Settlements (BIS) is an international financial institution owned by central banks which fosters international monetary and financial cooperation and serves as a bank for central banks.

The BIS was established in 1930 by an intergovernmental agreement between Germany, Belgium, France, the United Kingdom, Italy, Japan, the United States and Switzerland.

The BIS is owned by 60 central banks, representing countries from around the world that together account for about 95% of world GDP.

The BIS carries out its work through its meetings, programmes and through the Basel Process, hosting international groups pursuing global financial stability and facilitating their interaction.

It also provides banking services, but only to central banks and other international organizations. It is based in Basel, Switzerland, with representative offices in Hong Kong and Mexico City.

Basel Committee on Banking Supervision (BCBS)

- The Basel Committee on Banking Supervision is an international committee formed to develop standards for banking regulation; it is made up of central bankers from 27 countries and the European Union.

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- The present Chairman of the Committee is Stefan Ingves, Governor of the central bank of Sweden (Sveriges

Riksbank). Niel Esho is the current Secretary General of the Basel Committee. The Committee's Secretariat is located at the Bank for International Settlements (BIS) in Basel, Switzerland. However, the BIS and the Basel Committee remain two distinct entities.

#### Goals

- BCBS does not issue binding regulation; rather, it functions as an informal forum in which policy solutions and standards are developed.
- The Basel Committee formulates broad supervisory standards and guidelines and recommends statements of best practice in banking supervision in the expectation that member authorities and other nations' authorities will take steps to implement them through their own national systems.
- It mainly focuses on risks to banks and the financial system are called Basel accord.
- India has accepted Basel accords for the banking system. Basel Accord has given us three Basel Norms which are Basel I, II and III.

#### Basel I:

In 1988, BCBS introduced capital measurement system called Basel capital accord, also called as Basel 1. It focused almost entirely on credit risk. It defined capital and structure of risk weights for banks. The minimum capital requirement was fixed at 8% of Risk Weighted Assets (RWA). RWA means assets with different risk profiles. For example, an asset backed by collateral would carry lesser risks as compared to personal loans, which have no collateral. India adopted Basel 1 guidelines in 1999.

#### Basel II:

In June 2004, Basel II guidelines were published by BCBS, which were considered to be the refined and reformed versions of Basel I accord. The guidelines were based on three parameters, which the committee calls it as pillars. They are ➤ Capital Adequacy Requirements: Banks should maintain a minimum capital adequacy requirement of 8% of risk assets. ➤ Supervisory Review: According to this, banks were needed to develop and use better risk management techniques in monitoring and managing all the three types of risks that a bank faces, viz. credit, market and operational risks. ➤ Market Discipline: This need increased disclosure requirements. Banks need to mandatorily disclose their CAR, risk exposure, etc to the central bank. Basel II norms in India and overseas are yet to be fully implemented.

#### Basel III:

In 2010, Basel III guidelines were released. These guidelines were introduced in response to the financial crisis of 2008. A need was felt to further strengthen the system as banks in the developed economies were under-capitalized, over-leveraged and had a greater reliance on short-term funding.

Also, the quantity and quality of capital under Basel II were deemed insufficient to contain any further risk. Basel III norms aim at making most banking activities such as their trading book activities more capital-intensive. The guidelines aim to promote a more resilient banking system by focusing on four vital banking parameters viz. capital, leverage, funding and liquidity. Presently Indian banking system follows Basel II norms. The Reserve Bank of India has extended the timeline for full implementation of the Basel III capital regulations by a year to March 31, 2019.

### Three Pillars of Basel 3

- Pillar 1: Minimum Regulatory Capital Requirements based on Risk Weighted Assets (RWAs): Maintaining capital calculated through credit, market & operational risk areas (mainly that capital which can absorb risk.)
- Pillar 2: Supervisory Review Process: Regulating tools & frameworks for dealing with peripheral risks that bank face.
- Pillar 3: Market Discipline: Increasing the disclosures that banks must provide to increase the transparency of banks

### Important Facts related to BASEL 3

- Minimum Ratio of Total Capital To RWAs--10.50%
- Minimum Ratio of Common Equity to RWAs--4.50% to 7.00%
- Tier I capital to RWAs--6.00%
- Core Tier I capital to RWAs--5.00%
- Capital Conservation Buffers to RWAs--2.50%
- Leverage Ratio--3.00%
- Countercyclical Buffer--0% to 2.50%

### Topic 19: Most Important Miscellaneous Banking

### Terms

- ACU: Asian Clearing Union (ACU) was established with its head-quarters at Tehran, Iran, on December 9, 1974.
- Moral Suasion: Moral Suasion is just as a request by the RBI to the commercial banks to take so & so action & measures

in so & so trend of economy. RBI may request commercial banks not to give loans for unproductive purpose which does not add to economic growth but increases inflation.

- Bouncing of a cheque: Where an account does not have sufficient balance to honour the cheque issued by the customer, the cheque is returned by the bank with the reason "funds insufficient" or "Exceeds arrangement". This is known as 'Bouncing of a cheque'.
- Demat Account: The term "demat", in India, refers to a dematerialised account for individual Indian citizens to trade in listed stocks or debentures.

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- Capital Adequacy Ratio (CAR): Capital adequacy ratio measures the amount of a bank's capital expressed as a %age of its credit exposure. Globally, the capital adequacy ratio has been developed to ensure banks can absorb a reasonable level of losses before becoming insolvent. Indian banks are expected to maintain a minimum capital adequacy ratio of 9 % (Rs 9 as capital for every Rs 100 in loan or asset)
- Balance of Trade: The value of a country's exports minus the value of its imports. Unless specified as the balance of merchandise trade, it normally incorporates trade in services, including earnings (interest, dividends, etc.) on financial assets.
- Balance of Payments: A list of all of a country's international transactions for a given time period, usually one year.
- NOSTRO Account: A Nostro account is maintained by an Indian Bank in the foreign countries.
- VOSTRO Account: Vostro account is maintained by a foreign bank in India with their corresponding bank.
- BCBS: Basel Committee on Banking Supervision is an institution created by the Central Bank governors of the Group of Ten nations.
- What is STRIPS: Separate Trading for Registered Interest & Principal Securities.
- The CORE word in CBS stands for Centralized Online Realtime Exchange.
- Cross Selling: Cross-selling stands for offering to the existing & new customers, some additional banking



products, with a view to expand banking business, reduce the per customer cost of operations & provide more satisfaction & value to the customer.

#### Important Terms related to Mutual Funds

- **Asset Management Company:** A company formed & registered under the Companies Act 1956 & approved as such by the SEBI to manage the funds of a mutual fund. Under an agreement (with the trustees of the Mutual Fund), an AMC undertakes to formulate mutual funds schemes, distribute income as per agreement.
- **Close-ended scheme:** A scheme where funds are raised for a fixed period. The scheme is wound up after that period & funds are returned with capital appreciation to unit holders. Normally, a close-ended scheme is listed on a stock exchange.
- **Net asset value:** The price of value of one share of a fund. It is calculated by summing the quoted values of all the securities held by the fund, adding in cash & any accrued income & subtracting liabilities & dividing the result by the number of shares outstanding.
- **Open ended scheme:** A scheme is the one which continuously offers its units & buys them back from investors.

#### A Brief on Nationalization of Banks

- Nationalisation of Imperial Bank of India & its conversion into State Bank of India in July 1955.
- Conversion of 8 major State-associated banks into subsidiary banks of SBI in 1959.
- Nationalisation of 14 Indian scheduled banks in July 1969.
- Nationalisation of 6 more banks in April 1980 & New Bank of India merged into Punjab National Bank.

Topic 20: How the amount can be transferred from

one Bank A/c to the other?

#### Real Time Gross Settlement (RTGS)

The acronym 'RTGS' stands for Real Time Gross Settlement, which can be defined as the continuous (real-time) settlement of funds transfers individually on an order by order basis (without netting).

#### Processing or Service Charges for RTGS Transactions

##### Parameters RTGS

Minimum Transfer Value Rs. 2 lakh

Payment Option Online and Offline

Maximum Transfer Value No limit

Transfer Time Immediate

Service Time Available 24×7

Inward Transaction Charges No charges

Details Required Account No. and IFSC Code

Beneficiary Registration Yes

National Electronic Funds Transfer (NEFT)

- National Electronic Funds Transfer (NEFT) is a nation-wide payment system facilitating one-to-one funds transfer. NEFT is an electronic fund transfer system that operates on a Deferred Net Settlement (DNS) basis which settles transactions in batches.

- Under this transfer, individuals, firms and corporates can electronically transfer funds from any bank branch to any individual, firm or corporate having an account with any other bank branch in the country participating in the transfer. However, NEFT has no limit - either minimum or maximum - on the amount of funds transferred.

- In case of Individuals who do not have a bank, account can also deposit cash using NEFT. However, such cash remittances are restricted to a maximum of Rs. 50,000 per transaction.

- The NEFT system also facilitates one-way cross-border transfer of funds from India to Nepal and it is known as the Indo-Nepal Remittance Facility Scheme. However, the remittances are restricted to a maximum of Rs. 50,000 per transaction in this type of scheme.

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Processing or Service Charges for NEFT Transactions

Parameters NEFT

Minimum Transfer Value Rs. 1

Payment Option Online and Offline

Maximum Transfer Value No limit

Transfer Time Up to 30 minutes

Service Time Available 24×7

Inward Transaction Charges No charges

Details Required Account No. and IFSC Code

Beneficiary Registration Yes

Immediate Payment Service (IMPS)

IMPS is an innovative real time inter-bank electronic funds transfer system in India. Banks are allowed to set their own

limit for IMPS.

- IMPS offers an inter-bank electronic fund transfer service through mobile phones. Unlike NEFT and RTGS, the service is available 24/7 throughout the year including bank holidays.

- This service is offered by National Payments Corporation of India (NPCI) that empowers customers to transfer money instantly through banks and RBI authorized Prepaid Payment Instrument Issuers (PPI) across India.

- QSAM (Query Service on Aadhaar Mapper) – This service helps user in knowing their Aadhaar Seeding status with their bank account.

- Both banked as well as un-banked customer can avail IMPS. However, unbanked customer can initiate IMPS transaction using the services of Pre-Paid Payments instrument issuer (PPI).

Processing or Service Charges for IMPS Transactions

- The maximum transfer limit of funds through IMPS is Rs. 5 lakh. However, it may vary from bank to bank. while the minimum limit usually is Rs. 1. However, the limit may vary from bank to bank.

- IMPS charges are largely subject to the amount which is being transferred along with the bank's policies. However, the regular IMPS charges range from Rs. 2.50 to Rs. 25 for amounts of Rs. 10,000 to Rs. 5 lakh.

Topic 21: What are the types of Accounts that can be opened by Foreign (Person) in India?

a) NRO A/c (Foreign Tourist)

- Foreign tourists during their short visit to India can open a Non-Resident (Ordinary) Rupee (NRO) account (Current / Savings) with any Authorised Dealer bank dealing in foreign exchange.

- Can be opened up to a maximum period of 6 months.

- All payments to residents exceeding INR 50,000 can be made only by means of cheques / pay orders / DDs.

b) EEFC A/c

- Exchange Earners' Foreign Currency Account (EEFC) is an a/c maintained in foreign currency with Authorised Dealer.

- It is a facility provided to foreign exchange earners, including exporters, to credit 100% of their foreign exchange earnings to the a/c, so that the account holders do not have to convert foreign exchange into Rupees, thereby minimizing the

transaction costs.

- All categories of foreign exchange earners, such as individuals, companies, etc. who are resident in India, may open EEFC accounts.

- It can be held only in the form of a current account. No interest is payable on EEFC accounts.

ACCOUNTS FOR NRI/PIO: Non-Resident Ordinary Rupee Account (NRO Account)

- NRO accounts may be opened / maintained in the form of current, savings, recurring or fixed deposit accounts.

- Interest rates offered by banks on NRO deposits cannot be higher than those offered by them on comparable domestic rupee deposits.

- Account should be denominated in Indian Rupees.

- NRI/PIO may remit from the balances held in NRO account an amount not exceeding USD one million per financial year, subject to payment of applicable taxes.

- The limit of USD 1 million per financial year includes sale proceeds of immovable properties held by NRIs/PIOs.

Non-Resident (External) Rupee Account (NRE Account)

- NRE account may be in the form of savings, current, recurring or fixed deposit accounts.

- Account will be maintained in Indian Rupees.

- Accrued interest income & balances held in NRE accounts are exempt from Income tax.

- Authorised dealers/authorised banks at their discretion allow for a period not more than two weeks, overdrawings in NRE savings bank accounts, up to a limit of Rs. 50,000.

- Loans up to Rs.100 lakh can be extended against security of funds held in NRE Account either to the depositors or third parties.

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Foreign Currency Non-Resident (Bank) Account – FCNR

(B) Account

- FCNR (B) accounts are only in the form of term deposits of 1 to 5 years

- Account can be in any freely convertible currency.

- Loans up to Rs.100 lakh can be extended against security of

funds held in FCNR (B) deposit either to the depositors or third parties.

- The interest rates are stipulated by the Department of Banking Operations & Development, RBI.

Topic 22: A Brief on CAMELS rating for Domestic

Banks?

- RBI's 1995 working group headed by Sh. S. Padmanabhan suggested method for rating.
- RBI rates the banks on a 5 point scale of A to E, widely on the lines of international CAMELS rating model for domestic banks & CALCS model for foreign banks.

CAMELS Rating for Domestic Banks

C Capital adequacy ratio

A Asset quality

M Management Effectiveness

E Earning (i.e. profitability)

L Liquidity (asset-liability management)

S System & controls

Rating parameters for foreign banks

C Capital adequacy ratio

A Asset quality

L Liquidity

C Compliance

S System & controls

Topic 23: BANKING OMBUDSMAN SCHEME 2006

The Scheme enables a bank customer for filing of complaints relating to certain services rendered by banks.

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

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

3) The Banking Ombudsman does not charge any fee for filing & resolving customers' complaints.

4) The maximum compensation which a BO can help a complainant to get is Rs. 20 lakhs.

5) If a complaint is not settled by an agreement within a period of one month, the BO proceeds further to pass an award.

Before passing an award, the BO provides reasonable opportunity to the complainant & the bank, to present their case.

6) If one is not satisfied with the decision passed by the BO, one can approach the appellate authority who is the Deputy Governor of the RBI.

#### Topic 24: NBFC OMBUDSMAN SCHEME

- RBI introduced an Ombudsman Scheme for customers of Non-Banking Financial Companies (NBFCs).
- The Scheme is an expeditious & cost free apex level mechanism for resolution of complaints of customers of NBFCs, relating to certain services rendered by NBFCs.
- It is being introduced under Section 45 L of RBI Act, 1934, with effect from February 23, 2018.
- The NBFC Ombudsman is a senior official appointed by RBI to redress customer complaints against NBFCs for deficiency in certain services covered under the grounds of complaint specified under Clause 8 of the Scheme.
- As on date, four NBFC Ombudsman have been appointed with their offices located at Chennai, Kolkata, New Delhi & Mumbai.
- The compensation amount, if any, which can be awarded by NBFC Ombudsman, for any loss suffered by complainant, is limited to the amount arising directly out of the act or omission of the NBFC or rupees one million, whichever is lower.
- Note: NBFC Ombudsman may award compensation not exceeding rupees 0.1 million to the complainant for causing mental agony & harassment.

- Appellate Authority is vested with a Deputy Governor-in-Charge of the department of the RBI implementing the

Scheme.

#### Topic 25: What is Base Rate, MCLR & Other rates

of Lending?

##### Base Rate

- RBI decided that banks should switch over to Base Rate system w.e.f. 1.7.2010.
- Banks may determine their actual lending rates w.r.t. Base Rate.
- No loan can be sanctioned below base rate.
- Exempted accounts: The following loans could be priced without reference to Base Rate: (a) DRI loans (b) loans to

banks' own employees (c) loans to banks' depositors against their own deposits.

Marginal Cost Based Lending Rate

- RBI introduced MCLR w.e.f. 1.4.2016 to determine Base Rate by banks to improve the efficiency of monetary policy transmission.
- All rupee loans sanctioned & credit limits renewed w.e.f. 01.04.16 to be priced w.r.t. MCLR. It will be internal benchmark.
- The MCLR comprises of (a) Marginal cost of funds; (b) Negative carry on account of CRR; (c) operating costs; (d) Tenor premium.

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- Marginal Cost of funds (MCF): It has 2 components (a) Marginal cost of borrowings (b) return on networth.
- By using MCF, it will be calculated as:  $\text{Required CRR} \times (\text{marginal cost}) / (1 - \text{CRR})$

Topic 26: What is Reverse Mortgage Loan?

- The scheme of reverse mortgage has been introduced for the benefit of senior citizens owning a house but having inadequate income to meet their needs. Some important features of reverse mortgage are:
  - A homeowner who is above 60 years of age is eligible for reverse mortgage loan. It allows him to turn the equity in his home into one lump sum or periodic payments mutually agreed by the borrower & the banker.
  - NO REPAYMENT is required as long as the borrower lives, Borrower should pay all taxes relating to the house & maintain the property as his primary residence.
  - The amount of loan is based on several factors: Borrower's age, Value of the property, Current interest rates & The specific plan chosen.
  - As per the scheme formulated by National Housing Bank (NHB), the maximum period of the loan period is 15 years. The residual life of the property should be at least 20 years. Where the borrower lives longer than 15 years, periodic payments will not be made by lender. However, the borrower can continue to occupy.

Topic 27: What is Mortgages & Pledge?

Mortgages: It is used for creating charge against immovable property which includes land, buildings or anything that is

attached to the earth or permanently fastened to anything attached to the earth (However, it does not include growing crops or grass as they can be easily detached from the earth). It is defined in Section 58 of the Transfer of Property Act 1882.

Example: When mortgage is created is when someone takes a Housing Loan / Home Loan. In this case house is mortgaged in favour of the bank / financier but remains in possession of the borrower, which he uses for himself or even may give on rent.

Pledge:

It is used when the lender (pledge) takes actual possession of assets (i.e. certificates, goods). Such securities or goods are movable securities. In this case the pledgee retains the possession of the goods until the pledgor (i.e. borrower) repays the entire debt amount.

In case there is default by the borrower, the pledgee has a right to sell the goods in his possession and adjust its proceeds towards the amount due (i.e. principal and interest amount).

Example: Gold / Jewellery Loans, Advance against goods/stock, Advances against National Saving Certificates etc

Topic 28: What is NBFC & how it differs from

Banks?

- Non-Banking Financial Company (NBFC) is a company registered under the Companies Act, 1956 engaged in the business of loans & advances, acquisition of shares/stocks/bonds/debentures/securities issued by Govt. or local authority or other marketable securities of a like nature, leasing, hire-purchase, insurance business, chit fund business.
- NBFCs lend & make investments & hence their activities are akin to that of banks; however there are a few differences as given below:
  - a) NBFC cannot accept demand deposits;
  - b) NBFCs do not form part of the payment & settlement system & cannot issue cheques drawn on itself;
  - c) Deposit insurance facility of Deposit Insurance & Credit Guarantee Corporation is not available to depositors of NBFCs, unlike in case of banks.

Types of NBFC

I. Asset Finance Company (AFC) : An AFC is a company which is a financial institution carrying on as its principal business the financing of physical assets supporting productive/economic



activity, such as automobiles, tractors, lathe machines, generator sets, earth moving and material handling equipment's, moving on own power and general purpose industrial machines. Principal business for this purpose is defined as aggregate of financing real/physical assets supporting economic activity and income arising therefrom is not less than 60% of its total assets and total income respectively.

II. Investment Company (IC) : IC means any company which a financial institution is carrying on as its principal business the acquisition of securities.

III. Loan Company (LC) : LC means any company which a financial institution is carrying on as its principal business the providing of finance whether by making loans or advances or otherwise for any activity other than its own but does not include an Asset Finance Company.

IV. Infrastructure Finance Company (IFC) : IFC is a non-banking finance company a) which deploys at least 75 per cent of its total assets in infrastructure loans, b) has a minimum Net Owned Funds of Rs. 300 crore, c) has a minimum credit rating of 'A' or equivalent d) and a CRAR of 15%.

Deposits in NBFC:

- Presently, the maximum rate of interest an NBFC can offer is 12.5%. The interest may be paid or compounded at rests not shorter than monthly rests.
- NBFCs are allowed to accept / renew public deposits for a minimum period of 12 months & maximum period of 60 months. They cannot accept deposits repayable on demand.
- The deposits with NBFCs are not insured.
- The repayment of deposits by NBFCs is not guaranteed by RBI.

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V. Systemically Important Core Investment Company (CIC-ND-SI) : CIC-ND-SI is an NBFC carrying on the business of

acquisition of shares and securities which satisfies the following conditions: -

- It holds not less than 90% of its Total Assets in the form of investment in equity shares, preference shares, debt or loans in group companies;
- Its asset size is Rs.100 crore or above and

➤ It accepts public fund

VI. Infrastructure Debt Fund: Non- Banking Financial Company (IDF-NBFC) : IDF-NBFC is a company registered as NBFC to facilitate the flow of long term debt into infrastructure projects.

IDF-NBFC raise resources through issue of Rupee or Dollar denominated bonds of minimum 5-year maturity. Only Infrastructure Finance Companies (IFC) can sponsor IDF-NBFCs.

VII. Non-Banking Financial Company - Micro Finance

Institution (NBFC-MFI) : NBFC-MFI is a non-deposit taking NBFC having not less than 85% of its assets in the nature of qualifying assets which satisfy the following criteria:

➤ loan disbursed by an NBFC-MFI to a borrower with a rural household annual income not exceeding Rs.1,00,000 or urban and semi-urban household income not exceeding Rs.1,60,000;

➤ loan amount does not exceed Rs. 50,000 in the first cycle and Rs.1,00,000 in subsequent cycles;

➤ total indebtedness of the borrower does not exceed Rs.1,00,000;

➤ tenure of the loan not to be less than 24 months for loan amount in excess of Rs.15,000 with prepayment without penalty;

➤ loan to be extended without collateral;

➤ aggregate amount of loans, given for income generation, is not less than 50 per cent of the total loans given by the MFIs;

➤ loan is repayable on weekly, fortnightly or monthly instalments at the choice of the borrower

Topic 29: What are the types of Money?

- Commodity Money - Commodity money value is derived from the commodity out of which it is made. The commodity itself represents money, & the money is the commodity.

- Representative Money - is money that includes token coins, or any other physical tokens like certificates, that can be reliably exchanged for a fixed amount/quantity of a commodity like gold or silver.

- Fiat Money - Fiat money, also known as fiat currency is the money whose value is not derived from any intrinsic value or any guarantee that it can be converted into valuable commodity (like gold). Instead, it derives value only based On Govt. order (fiat)

- Commercial Bank Money - Commercial bank money or the demand deposits are claims against financial institutions which can be used for purchasing goods & services.

- Reserve Money (M<sub>0</sub>)

Currency in circulation + Bankers' 'deposits with the RBI + 'Other' deposits with the RBI = Net RBI 'credit to the Govt. + RBI credit to the commercial sector + RBI's claims on banks + RBI's net foreign assets + Government's currency liabilities to the public - RBI's net non-monetary liabilities.

M<sub>1</sub>=Currency with the public + Demand deposits with the banking system + 'Other' deposits with the RBI

M<sub>2</sub>=M<sub>1</sub> + Savings deposits of office savings banks.

M<sub>3</sub>=M<sub>1</sub>+ Time deposits with the banking system  
= Net bank credit to the Govt.

M<sub>4</sub>=M<sub>3</sub> +All deposits with post office savings banks (excluding National Savings Certificates)

- Bhartiya Reserve Bank Note Mudran Private Limited (BRBNMPL): RBI established BRBNMPL in February 1995 as a wholly-owned subsidiary to augment the production of bank notes in India & to enable bridging of the gap between supply & demand for bank notes in the country.

Topic 30: What are the Different types of Banking?

- Para banking- When Bank provides banking services except the general banking facility.

- Narrow Banking- When banks invest its money in Govt. securities instead investing in market to avoid risk.

- Offshore Banking- Bank which accept currency of all countries.

- Green banking- Promoting environmental-friendly practices & reducing your carbon footprint from your banking activities.

- Retail Banking- Retail banking refers to the division of a bank that deals directly with retail customers.

- Wholesale banking-Wholesale banking is the provision of services by banks to organisations such as Mortgage Brokers, large corporate clients, mid-sized companies, real estate developers & investors, international trade finance businesses etc.

- Universal Banking: R H Khan committee & recommended the concept of Universal Banking. It means allowing FIs & banks to undertake all types of banking or development financing activity, subject to compliance of statutory & other requirements of RBI, Govt. & related legal Acts.

- Islamic Banking: An Islamic bank is a deposit-taking banking institution whose scope of activities excluding borrowing & lending on the basis of interest.