# Learning Sessions

20 True / False | BCSBI Full Form & Codes





## 20 True or False

Decide, then check the answer and reason below each statement.

### Question 1

**BCSBI stands for Banking Codes and Standards Board of India.**

**TRUE**

This is the correct full form of BCSBI.

### Question 2

**BCSBI was established in 2006.**

**TRUE**

BCSBI was set up in 2006 on the initiative of the Reserve Bank of India.

### Question 3

**BCSBI was created by the Government of India through a dedicated Act of Parliament.**

**FALSE**

BCSBI was an independent, autonomous body promoted by RBI, not a statutory body created by an Act.

## Question 4

**BCSBI was promoted by the Reserve Bank of India.**

TRUE

RBI promoted BCSBI as a watchdog for banking customer-service standards.

## Question 5

**BCSBI accepted public deposits and disbursed loans like a commercial bank.**

FALSE

BCSBI never carried out banking business; it only set and monitored service standards.

## Question 6

**BCSBI issued two voluntary codes, one for customers and one for Micro and Small Enterprises.**

TRUE

The Code of Bank's Commitment to Customers and the Code for MSEs were BCSBI's two flagship codes.

## Question 7

**The BCSBI codes were statutory and legally binding on every bank in India.**

**FALSE**

The codes were voluntary commitments, not statutory or legally enforceable like an Act.

## Question 8

**Membership of BCSBI was voluntary for banks.**

**TRUE**

Banks chose to join BCSBI and then agreed to honour the codes they adopted.

## Question 9

**The Code of Bank's Commitment to Customers covered savings accounts, loans, credit cards and digital banking services.**

**TRUE**

This code applied broadly across everyday retail banking services.

## Question 10

**The Code for MSEs applied only to large corporate borrowers.**

FALSE

This code applied specifically to Micro and Small Enterprises, not large corporates.

## Question 11

**Mystery shopping was one of the methods BCSBI used to monitor bank compliance.**

TRUE

BCSBI used undercover mystery shopping to test real customer-service quality.

## Question 12

**BCSBI and the Banking Ombudsman are the same body performing identical functions.**

FALSE

BCSBI was a standards-setting body while the Banking Ombudsman is a separate complaint-resolution mechanism.

## Question 13

**BCSBI's role was preventive, while the Banking Ombudsman's role is corrective.**

TRUE

BCSBI aimed to raise standards proactively; the Ombudsman resolves specific complaints after they arise.

## Question 14

**BCSBI is still active today as a fully functioning body.**

FALSE

BCSBI has been dissolved and its work merged into RBI's customer-protection framework.

## Question 15

**BCSBI has been dissolved and its functions absorbed into RBI's customer-protection and grievance-redressal framework.**

TRUE

RBI now directly drives the fair-practice standards that BCSBI once monitored.

### Question 16

**Transparency and privacy of customer information were among BCSBI's core code principles.**

TRUE

The Customer Code explicitly listed transparency and privacy as core principles.

### Question 17

**Only private sector banks were permitted to join BCSBI, while public sector banks were excluded.**

FALSE

Both public sector and private sector banks voluntarily became BCSBI members.

### Question 18

**BCSBI conducted customer feedback surveys as part of its compliance-monitoring mechanism.**

TRUE

Customer feedback surveys were one of BCSBI's practical monitoring tools.

### Question 19

**The Code of Bank's Commitment to Customers was aimed exclusively at Micro and Small Enterprises.**

**FALSE**

That description fits the separate MSE Code; the Customer Code covered individual retail customers.

### Question 20

**A frequent student mistake is confusing BCSBI's standard-setting role with the Banking Ombudsman's complaint-resolution role.**

**TRUE**

BCSBI set service standards while the Ombudsman resolves individual customer complaints, and exams often test this distinction.