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QUESTIONNAIRE

Q1. What do you mean by disaster?
A1. Disasters are those which have been described by the bank in its circulars.

Q2. What measures are taken by your bank to face such type of incidents?
A2. Our bank has disaster recovery site at another place. There is well defined disaster recovery procedure and system in our bank.

Q3. Whether manual operations are possible in the case of disasters?
A3. Our bank has facility of manual transactions up to some limits of amount. However, customers are advised to wait till situation is normalized or visit some nearby branch for their work.

Q4. Whether customers are being provided services in case of disasters?
A4. No, customers are advised to wait till the normalcy is restored.

Q5. Whether any report consists the daily balances of customers accounts?
A5. Our branches receive reports containing balances of each account on regular basis.

Q6. Whether there is any disaster recovery planned is framed in your bank?
A6. Yes, there is well defined process in our bank to face the disasters.

Q7. Whether alternate site is available in case of major disasters?
A7. Yes, our bank has alternative disaster recovery site.

Q8. Whether disaster site is being checked?
A8. Yes, as per RBI guidelines disaster site is being tested at regular interval.
Q9. Can data of the bank can be manipulated by outsiders?
A9. No, we have intranet only and no body can access our data. However, internal process and person can manipulate such data.

Q10. Are branches ready to face all kind of disasters?
A10. Yes, usually we presume that branches can handle customers wisely in case of disasters.

Q11. Whether there is any possibility of destroy of all data as well as disaster sites?
A11. This is a silly question, how can it be? This is not possible. They could not accepted the situation of total destructions of their primary data centre primary as well as at alternate disaster recovery centre.