

CRP-SPL-VIII



**INSTITUTE OF BANKING
PERSONNEL SELECTION**

**INFORMATION HANDOUT FOR
ONLINE EXAMINATION FOR
SPECIALIST OFFICERS IN
PARTICIPATING ORGANISATIONS**

I. INTRODUCTION

We are glad that you have applied in response to our advertisement for recruitment of Specialist Officers in Participating Organisations.

1. This booklet contains details pertaining to various aspects of the online examination you are going to take and important instructions about related matters. **The assessment will be done online, hence you should carefully read instructions regarding the method of indicating answers.** You are advised to study this booklet carefully as it will help you in preparing for the examination.
2. Before appearing for the online examination you should strictly ensure yourself that you fulfill the eligibility criteria stipulated in the advertisement in all respects.
3. Please note that since this is a competitive examination, mere passing is not adequate. You have to obtain a high ranks in the order of merit to get eligibility for future selection process. You should, therefore, put in best efforts in the examination.

II. GENERAL INSTRUCTIONS

1. **Particulars to be Noted** : Please note carefully your Roll Number, Date of Exam., Reporting Time and Venue for the examination given in the call letter. Please also note that this call letter does not constitute an offer of employment by any Participating Organizations.
2. **Punctuality in Attendance** : You should be present at the examination hall before the time given in the call letter. Candidates arriving late will not be permitted to enter the Examination Hall. No query in this connection shall be entertained.
3. **Call letter to be Surrendered** : Bring this **call letter alongwith the photo identity proof in original and a photocopy** with you when you come to the venue for the examination. Write your Roll No. & Registration No. on the photocopy of photo identity proof. **You will not be permitted to appear for the examination if you do not bring the call letter alongwith the photo identity proof in original and a photocopy.** You will be required to put your left thumb impression clearly and sign clearly in the respective spaces provided on your call letter in the presence of the invigilator in the examination hall. **You should hand over your call letter alongwith the photocopy of the photo identity proof duly stapled together to the invigilator in the examination hall,** when he/she collects the call letters.
4. **Compliance with Instructions** : You should scrupulously follow the instructions given by test administrators and the invigilators at all the stages of the examination for which you have been called. If you violate the instructions you will be disqualified and may also be asked to leave the examination hall.
5. Following items will not be allowed inside the examination centre:-

Any stationery item like textual material (printed or written), bits of papers, Geometry/Pencil Box, Plastic Pouch, Calculator, Scale, Writing Pad, Pen Drives, Log Table, Electronic Pen/Scanner, Any communication device like Mobile Phone, Bluetooth, Earphones, Microphone, Pager, Health Band etc. Other items like Goggles, Handbags, Hair-pin, Hair-band, Belt, Cap, Any watch/Wrist Watch, Camera, Any metallic item, Any eatable item opened or packed, water bottle, Any other item which could be used for unfair means for hiding communication devices like camera, blue tooth devices etc.

All ornaments like Ring, Earrings, Nose-pin, Chain/Necklace, Pendants, Badge, brooch etc. will be thoroughly checked. Any candidate who is found either copying or receiving or giving assistance will be disqualified.

6. Do not leave your seat unless you are allowed.
7. **Use of Stationery** : You should also bring stationery such as pencils, eraser and a ball point pen with you to the examination hall.

8. **Rough work to be done on the sheet provided** : You should do all the necessary rough work on sheet provided only. **After the test is over, you should hand over the sheet, given for rough work to the invigilator before leaving the room.** Any candidate who does not return or is found to attempt to take or pass on the questions or answers inside or outside the examination hall will be disqualified and the IBPS may take further action against him/her as per the rules.
9. **Travelling Allowance not admissible** : No travelling allowance or other expenses in connection with the examination will be paid.
10. The possibility for occurrences of some problem in the administration of the examination cannot be ruled out completely which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include the conduct of another examination if considered necessary.

In Online Main Examination :

Biometric data (Right thumb impression) and photograph will be captured twice at the examination venue i.e. before the start of examination and after completion of examination. Decision of the Biometric data verification authority with regard to its status (matched or mismatched) shall be final and binding upon the candidates. **Refusal to participate in the process of biometric data capturing / verification on any occasion may lead to cancellation of candidature.** With regards to the same, please note the following :

- (a) If fingers are coated (stamped ink/mehndi/coloured...etc), ensure to thoroughly wash them so that coating is completely removed before the examination day.
- (b) If fingers are dirty or dusty, ensure to wash them and dry them before the thumb impression (biometric) is captured.
- (c) Ensure fingers of both hands are dry. If fingers are moist, wipe each finger to dry them.
- (d) If the primary finger (Right thumb) to be captured is injured/damaged, immediately notify the concerned authority in the test centre.

(Any failure to observe these points will result in non-admittance for the examination)

III. IMPORTANT POINTS TO REMEMBER

1. You are advised to bring with you the following things :-
 - (i) **Call letter with your recent passport style photograph (which should be the same as uploaded in the online application form) affixed thereon.**
 - (ii) **Photo identity proof such as Passport/PAN Card/ Driving License/Voter's Card/Bank passbook with photograph/Photo Identity Proof issued by a Gazetted Officer (on official letterhead) or Photo Identity Proof issued by a People's Representative (on official letterhead)/Identity card issued by a recognised college/University/Aadhar card with photograph/Employee ID in original as well as a photocopy.**
 - Please note that Ration Card and Learner's Driving License will not be accepted as valid ID proof.
 - In case of candidates who have changed their name will be allowed only if they produce original Gazette notification/their original marriage certificate/affidavit in original.
 - (iii) You should also bring stationery such as pencils, eraser and a ball point pen with you to the examination hall.
2. When START signal for Test is given, do not waste your time in first reading all the questions as is done in the School/College/University examinations. Since these questions are of objective type, read a particular question and immediately indicate your answer. In case you find a particular question difficult, skip the question and go on to the next question. The question so skipped may be solved at the end, if time is available.

IMPORTANT :

At the time of online examination (Preliminary/Main) or subsequent selection process, if a candidate is (or has been) found guilty of -

- (i) using unfair means or**
- (ii) impersonating or procuring impersonation by any person or**
- (iii) misbehaving in the examination hall or disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of contents of the test(s) or any information therein in whole or part thereof in any form or by any means verbal or written, electronically or mechanically for any purpose or**
- (iv) resorting to any irregular or improper means in connection with his/her candidature for selection or**
- (v) obtaining support for his/her candidature by unfair means or**
- (vi) carrying mobile phones or electronic devices of communication in the examination/interview hall such a candidate may, in addition to rendering himself / herself liable to criminal prosecution and be liable for:**
 - (a) To be disqualified from the examination for which he/she is a candidate.**
 - (b) To be debarred either permanently or for a specified period from any examination conducted by IBPS.**

IBPS would be analysing the responses (answers) of individual candidates with other candidates to detect patterns of similarity of right and wrong answers. If in the analytical procedure adopted by IBPS in this regard, it is inferred/concluded that the responses have been shared and scores obtained are not genuine/valid, IBPS reserves right to cancel the candidature of the concerned candidates and the result of such candidates (disqualified) will be withheld.

You will not be allowed to appear for the Online Examination without the documents listed below :

- (i) Call letter with your recent passport size photograph (which should be the same as uploaded in the online application form) affixed thereon.**
- (ii) Photo identity proof in original as well as a photocopy.**

IV. ONLINE EXAMINATION

I. Online Preliminary Examination :

Online Preliminary Examination consisting of Objective Tests for 125 marks will be conducted online. This test would be of 2 hours duration consisting of 3 Sections as follows :

Law Officer, Rajbhasha Adhikari

Sr. No.	Name of the Test	No. of Ques.	Max. Marks	Medium of Exam	Duration
1.	English Language	50	25	English	40 minutes
2.	Reasoning	50	50	English & Hindi	40 minutes
3.	General Awareness with special Reference to Banking Industry	50	50	English & Hindi	40 minutes
	Total	150	125		

IT Officer, Agriculture Field Officer, HR/Personnel Officer and Marketing Officer Scale I

Sr. No.	Name of the Test	No. of Ques.	Max. Marks	Medium of Exam	Duration
1.	English Language	50	25	English	40 minutes
2.	Reasoning	50	50	English & Hindi	40 minutes
3.	Quantitative Aptitude	50	50	English & Hindi	40 minutes
	Total	150	125		

Candidates have to qualify in each of the three tests by securing minimum cut off marks to be decided by IBPS. Adequate number of candidates in each category as decided by IBPS depending upon requirements will be shortlisted for Online Main Examination.

Online Main Examination :

Online Main Examination for the posts of Law Officer, IT Officer, Agriculture Field Officer, HR/Personnel Officer and Marketing Officer will consist of objective tests for 60 marks

Name of the Test	No. of Ques.	Max. Marks	Medium of Exam	Duration
Profession Knowledge (Objective)	60	60	English & Hindi	45 minutes

Online Main Examination for the post of Rajbhasha Adhikari will consist of Objective and Descriptive Test. Both the Objective and Descriptive Tests will be conducted online. Candidates will have to answer Descriptive Test by typing on the computer. Immediately after completion of Objective Test, Descriptive Test will be administered.

Total time for the Objective and Descriptive Tests will be 1 hour and total marks are 60. The Tests will have separate timing for objective and descriptive tests.

Rajbhasha Adhikari

Name of the Test	No. of Ques.	Max. Marks	Medium of Exam	Duration
Profession Knowledge (Objective)	45	60	English & Hindi	30 minutes
Profession Knowledge (Descriptive)	2		English & Hindi	30 minutes

For Hindi Typing in Descriptive Paper, Candidate should have knowledge of the following keyboard layouts.

- (1) Inscript
- (2) Remington (GAIL)

Penalty for Wrong Answers (Applicable to both - Preliminary and Main Examination)

There will be penalty for wrong answers marked in the Objective Tests. For each question for which a wrong answer has been given by the candidate one-fourth or 0.25 of the marks assigned to that question will be deducted as penalty to arrive at corrected score. If a question is left blank, i.e. no answer is marked by the candidate, there will be no penalty for that question.

Sample Questions for Preliminary and Main Examination

Below are given some sample questions for each of these tests. The type of questions are only illustrative and not exhaustive. In actual test you may find questions on some or all these types and also questions on the type not mentioned here.

ENGLISH LANGUAGE

This is a test to see how well you 'know' English. Your English language ability would be tested through questions on grammar, vocabulary, sentence completion, synonyms, antonyms, comprehension of a passage, etc. Study and answer the sample questions given below. Please remember, in the test paper there may be questions of several other types also.

Directions : Pick out the most appropriate word from amongst the words given below each sentence to complete it meaningfully.

Q.1. He quickly glanced the book to find what it said about the Indian economy.
 (1) at (2) through (3) in (4) to (5) over

The correct answer is "through" which is answer No. 2.

Q.2. The counsel urged the court to down the obnoxious law.
 (1) enact (2) enforce (3) cancel (4) strike (5) declare

Q.3. The local official the Minister of the situation.
 (1) explained (2) warned (3) apprised (4) told (5) intimated

Directions : Read each sentence given below to find out whether there is any grammatical error in it. The error, if any, will be in one part of the sentence. The number of that part of the sentence is your answer. If there is no error, the answer is '5'.

(Ignore errors of punctuations, if any)

Q.4. I am twenty / two years old / when I first / joined the bank. No error
(1) (2) (3) (4) (5)

The error is in (1). Therefore the answer is '1'.

Q.5. To the Hindus / the Ganga is / holier than / any other river. No error
(1) (2) (3) (4) (5)

In this question, there is no error; Hence the right answer to this question is '5'.

Now attempt the following question.

Q.6. Of all the teachers / in our school / our class teacher / were very strict. No error
(1) (2) (3) (4) (5)

Directions : In each of the following questions select from amongst the five alternatives, the word **nearest in meaning** of the word given in capitals.

Q.7. CENTENARY
(1) a guard (2) a hundred years (3) a very old man (4) hundred runs (5) hundredth anniversary

Q.8. TRIUMPH
(1) conquer (2) smash (3) earn (4) brave (5) capture

Directions : In each of the following questions, select from amongst the five alternatives, the word **most opposite** in meaning of the word given in capitals.

Q.9. LIVELY
(1) simple (2) weak (3) dull (4) angry (5) moron

Q.10. INADVERTENT
(1) adequate (2) available (3) sluggish (4) negligent (5) intentional

In addition to the above questions, there will be a passage in English for comprehension. You will be asked questions based on the passage.

REASONING

This is a test to see how well you can think. It contains questions of various kinds. Here are some sample questions.

Directions : In each of the following questions, there is a group of letters or words given. Four of the five are alike in a certain way, while one is different. Find out the one which is different.

Q.11. (1) black (2) red (3) green (4) yellow (5) paint

Of the five, 'black', 'red', 'green', and 'yellow' form a group as they are names of colours. 'Paint' is not the name of a colour. Therefore (5) is the answer.

Now try to solve the following question.

Q.12. (1) XZ (2) MN (3) PQ (4) BC (5) ST

Following are the questions based on analogy.

Q.13. "Foot" is related to "Man" in the same way as "Hoof" is related to _____
(1) Leg (2) Horse (3) Dog (4) Boy (5) Shoe

In the above example, with which one of the five, "Hoof" has the same relationship as "Foot" has to "Man" ? The answer is "Horse", which is answer number (2).

Now try the following question.

- Q.14.** "Day" is related to "Night" in the same way as "Kind" is related to _____
(1) Cruel (2) Bright (3) Dark (4) Generous (5) Gratitude

Now try the following questions.

- Q.15.** If the letters in the word TOPS can be rearranged to form a meaningful word beginning with O, the last letter of that word is your answer. If more than one such word can be formed, M is the answer and if no such word can be formed, X is the answer.

(1) T (2) P (3) M (4) S (5) X

- Q.16.** Some leaders are dishonest. Satyapriya is a leader. Which of the following inferences definitely follows from these two statements ?
(1) Satyapriya is honest (2) Satyapriya is dishonest
(3) Some leaders are honest (4) Leaders are generally dishonest
(5) Satyapriya is sometimes dishonest

GENERAL AWARENESS WITH SPECIAL REFERENCE TO THE BANKING INDUSTRY

This test is designed to measure your awareness about the past and present events, socio economic developments as well as awareness about developments in the Banking Industry etc.

- Q.17.** Which of the following financial institutions has introduced the 'Know Your Customer' guidelines for Banks ?

(1) IDBI (2) RBI (3) NABARD (4) SIDBI (5) Other than those given as options

- Q.18.** Which of the following sectors contributes the maximum in deciding the growth in income of the states in India ?

(1) Energy (2) Tourism (3) Service (4) Transport (5) Agriculture

- Q.19.** Headquarters of which of the following nationalised Banks is not situated in Maharashtra state ?

(1) Dena Bank (2) Central Bank of India (3) Bank of India
(4) Union Bank of India (5) United Bank of India

- Q.20.** Who among the following is the current Prime Minister of India ?

(1) L. K. Advani (2) Dr. Manmohan Singh (3) Mrs. Sonia Gandhi
(4) Shri Atal Bihari Vajpayee (5) Other than those given as options

QUANTITATIVE APTITUDE

This test is designed to measure how fast and accurate you are in dealing with numbers, viz. computation, quantitative reasoning, interpretation of tables and graphs.

- Directions :** In each of the following questions one number is missing. The place where the number is missing is shown by a question mark (?). You have to find out which one of the answers shown against 1, 2, 3 and 4 can replace the question mark. If none of these four can replace the question mark, you will indicate (5) i.e. 'Other than those given as options' as your answer.

- Q.21.** $42 + 73 + 137 = ?$

(1) 352 (2) 252 (3) 242 (4) 142 (5) Other than those given as options

- Q.22.** $20 \times \frac{1}{2} = ?$

(1) 4 (2) 5 (3) 12 (4) 20 (5) Other than those given as options

The correct answer for Q.22 is 10. But none of the 1, 2, 3 or 4 shows this answer. Therefore your answer is 5.

Some of the questions may require arithmetical reasoning. For example :

- Q.23.** At 10 rupees each, how many rupees will 6 lemons cost ?
 (1) 6 (2) 10 (3) 60 (4) 61 (5) 610
- Q.24.** Which of the following can be exact multiple of 4 ?
 (1) 27114 (2) 58204 (3) 48402 (4) 32286 (5) Other than those given as options
- Q.25.** If the profit made by selling a pen for Rs. 10 is as much as its cost, what is the cost price of the pen ?
 (1) Rs.3/- (2) Rs.5/- (3) Rs.10/- (4) Rs.20/- (5) Other than those given as options

Also, there may be some questions based on graphs and tables.

Directions : Given below is a table showing percentages out of a total of 700 employees ranking six attributes that help promotion. Rank I is the highest. Study the table carefully and answer questions that follow :

Attribute	Percent of Employees Giving Different Ranks					
	I	II	III	IV	V	VI
Seniority	32	17	22	19	5	5
Perseverance	14	19	17	9	27	14
Efficiency	15	19	21	14	14	17
Intelligence	10	14	10	14	17	35
Honesty	24	17	7	9	27	16
Sociability	5	14	23	35	10	13

- Q.26.** Which attribute for promotion has received the highest rank ?
 (1) Perseverance (2) Seniority (3) Honesty (4) Sociability (5) Efficiency

Notice the percentage for rank I given in the table. You observe that seniority is the attribute with the highest percentage. So your answer is "Seniority", which is answer No. (2).

- Q.27.** How many employees gave rank III to intelligence ?
 (1) 119 (2) 98 (3) 77 (4) 70 (5) 10

Look at the intersection of the column giving percentage for rank III and the row giving percentage for intelligence. You find that 10 percent of the 700 employees have given rank III to this attribute. 10% of 700 is 70. So your answer should be (4).

- Q.28.** Which attribute is considered the least important for promotion ?
 (1) Honesty (2) Intelligence (3) Perseverance (4) Efficiency (5) Sociability

PROFESSIONAL KNOWLEDGE

Questions in this test will be relevant to the respective post.

IT Officer

- Q.29.** Public data can be accessed —
 (1) only from the base class itself (2) both from the base class and from its derived classes
 (3) cannot be accessed by any method (4) only from derived classes
 (5) Other than those given as options

Agricultural Field Officer

- Q.30.** Which of the following is a high tech, high value agricultural project ?
 (1) Marine Fisheries (2) Greenhouse (3) Grape Cultivation
 (4) Poultry Farming (5) Other than those given as options

Rajbhasha Adhikari

Q.31. राजभाषा के संबंध में राष्ट्रपति की ओर से प्रथम आदेश किस सन् में जारी किया गया था ?

- (1) 1952 (2) 1948 (3) 1947 (4) 1962 (5) दिए गए विकल्पों को छोड़कर अन्य

Law Officer

Q.32. After the balance sheet and the profit and loss account have been laid before an Annual General Meeting of a Company, the same has to be filed with the Registrar of Companies within _____ days of AGM.

- (1) 60 (2) 45 (3) 30 (4) 20 (5) 15

HR/Personnel Officer

Q.33. Which of the following provides employees with an accurate view of their performance from Superiors, Peers, Subordinates and Customers ?

- (1) Management By Objectives (2) Job Engineering (3) 360 Degree Appraisal
(4) Mentoring (5) Other than those given as options

Marketing Officer

Q.34. Brand Image refers to _____







- (1) attributes of a product (2) customer's perceptions of a brand (3) market orientation of a product
(4) attributes of a product and customer's perceptions of a brand (5) Other than those given as options

Correct answers to all these 34 sample questions are given below. You may check your answers against them.



Questions	Answers	Questions	Answers	Questions	Answers	Questions	Answers
1	2	11	5	21	2	31	2
2	4	12	1	22	5	32	1
3	3	13	2	23	3	33	3
4	1	14	1	24	2	34	2
5	5	15	4	25	2		
6	4	16	3	26	2		
7	5	17	2	27	4		
8	1	18	5	28	2		
9	3	19	5	29	3		
10	5	20	2	30	2		

DETAILS OF THE ON-LINE EXAMINATION PATTERN

1. The clock will be set at the server. The countdown timer in the top right corner of screen will display the remaining time available for you to complete the examination. When the timer reaches zero, the examination will end by itself. You will not be required to end or submit your examination.
2. The Question Palette displayed on the right side of screen will show the status of each question using one of the following symbols:

-  You have not visited the question yet.
-  You have not answered the question
-  You have answered the question
-  You have NOT answered the question, but have marked the question for review
-  The question(s) "Answered and Marked for Review" will be considered for evaluation.
-  The question(s) "Marked for Review" will not be considered for evaluation. Hence, no marks will be allocated for the same.

The Marked for Review status for a question simply indicates that you would like to look at that question again. *If a question is answered and Marked for Review, your answer for that question will be considered in the evaluation.*

3. You can click on the ">" arrow which appears to the left of question palette to collapse the question palette thereby maximizing the question window. To view the question palette again, you can click on "<" which appears on the right side of question window.
4. You can click on your "Profile" image on top right corner of your screen to change the language during the examination for entire question paper. On clicking of Profile image you will get a drop-down to change the question content to the desired language.
5. You can click on  to navigate to the bottom and  to navigate to the top of the question area, without scrolling.

Navigating to a Question:

6. To answer a question, do the following:
 - a. Click on the question number in the Question Palette at the right of your screen to go to that numbered question directly. Note that using this option does NOT save your answer to the current question.
 - b. Click on **Save &Next** to save your answer for the current question and then go to the next question.
 - c. Click on **Mark for Review & Next** to save your answer for the current question, mark it for review, and then go to the next question.

Answering a Question :

7. Procedure for answering a multiple choice type question:
 - a. To select your answer, click on the button of one of the options
 - b. To deselect your chosen answer, click on the button of the chosen option again or click on the **Clear Response** button
 - c. To change your chosen answer, click on the button of another option
 - d. To save your answer, you **MUST** click on the **Save & Next** button
 - e. To mark the question for review, click on the **Mark for Review & Next** button. *If an answer is selected for a question that is Marked for Review, that answer will be considered in the evaluation.*
8. To change your answer to a question that has already been answered, first select that question for answering and then follow the procedure for answering that type of question.
9. Note that **ONLY** Questions for which answers are saved or marked for review after answering will be considered for evaluation.

Navigating through sections:

10. Sections in this question paper are displayed on the top bar of the screen. Questions in a section can be viewed by clicking on the section name. The section you are currently viewing is highlighted.
11. After clicking the Save & Next button on the last question for a section, you will automatically be taken to the first question of the next section.
12. You can shuffle between tests and questions anytime during the examination as per your convenience only during the time stipulated
13. Candidate can view the corresponding section summary as part of the legend that appears in every section above the question palette.

Details about Descriptive Paper for the Post of Rjhasha Adhikari

1. Immediately after online objective test, Descriptive Paper will be administered online.
2. Candidates will have to answer Descriptive Paper by typing on the computer.
3. Candidates are allowed to use key board to type their answer.
4. Spellcheck facility will not be available for candidates.
5. Candidates can submit their answer paper only after completion of test time i.e. 30 minutes only.
