ON-LINE EXAMINATION - RECRUITMENT OF MULTI-TASKING STAFF (MTS)

(PHASE-II – MAIN EXAMINATION)

INFORMATION HANDOUT

The Phase-II online examination will be conducted only for the candidates who are shortlisted on the basis of results of Phase-I examination.

This handout contains details pertaining to various aspects of the online exam you are going to undertake and important instructions about related matters. You are advised to study the handout carefully as it will help you in preparing for the examination.

The on-line examination will comprise the following objective type multiple choice tests as stated below :

Sr. No.	Name of the Test	Number of Questions	Maximum Marks	Duration	Version
1	General Intelligence and Reasoning	50	50		*
2	General Awareness	50	50		*
3	Quantitative Aptitude	50	50	120 Minutes	*
4	English Comprehension	50	50		English
	Total	**200**	**200**		

* **All tests except test of English Comprehension will be provided in below mentioned languages.**

Region	Version i.e. Medium of Examination
Andhra Pradesh	Hindi, English and Telugu
Bihar	Hindi and English
Chhattisgarh	Hindi and English
Delhi	Hindi and English
Goa	Hindi, English, Marathi and Konkani
Gujarat	Hindi, English and Gujarati
Haryana	Hindi and English
Himachal Pradesh	Hindi and English
Jharkhand	Hindi and English
Karnataka	Hindi, English, Kannada and Konkani.
Kerala	Hindi, English and Malayalam
Madhya Pradesh	Hindi and English
Maharashtra	Hindi, English, Marathi and Konkani
North East Regions	Hindi, English, Assamese, Manipuri and Bengali
Orissa	Hindi, English and Odia
Puducherry	Hindi, English, Tamil, Telugu and Malayalam
Punjab	Hindi, English and Punjabi
Rajasthan	Hindi and English
Tamil Nadu	Hindi, English and Tamil
Telangana	Hindi, English, Telugu and Urdu
Uttarakhand	Hindi and English
Uttar Pradesh	Hindi, English and Urdu
West Bengal & Sikkim	Hindi, English and Bengali

The version of tests will be English and language as applicable to the state (under which application is registered). The questions will appear in English and the selected language as applicable to the state.

In case of any discrepancy between the English and translated version/language, the translated version/ language shall be deemed as reference and English version shall prevail.

The total time for the test is 120 minutes; however you may have to be at the venue for approximately 180 minutes including the time required for logging in, collection of the call letters, going through the instructions etc. The tests are compositely timed. You can attempt any question from any test within the time of 120 minutes. All the questions will have multiple choices. Out of the five answers to a question only one will be the correct answer. **You have to select the most appropriate answer and 'mouse click' that alternative which you feel is appropriate/correct. The alternative/ option that you have clicked on will be treated as your answer to that question. There will be penalty for wrong answers marked by you. For every wrong answer marked by you, 1/4th of the marks assigned to that question will be deducted as penalty.**

The Scores of Online Examination will be obtained by adopting the following procedure :

(i)   Number of questions answered correctly by a candidate in each objective test is considered for arriving at the Corrected Score after applying penalty for wrong answers.

(ii)   The Corrected Scores so obtained by a candidate are made equivalent to take care of the minor difference in difficulty level, if any, in each of the objective tests held in different sessions to arrive at the Equated Scores*

*Scores obtained by candidates on any test are equated to the base form by considering the distribution of scores of all the forms.

(iii) Test wise scores and scores on total is reported with decimal points upto two digits.

Please note that the types of questions in this handout are only illustrative and not exhaustive. In the actual examination you will find questions of a higher difficulty level on some or all of these types and also questions on the types not mentioned here.

Some sample questions are given below.

GENERAL INTELLIGENCE AND REASONING

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

Q.1.   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.2.   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

Q.3.   If the letters of the following alphabet interchange positions, so that A takes the place of Z and Z takes the place of A; B takes the place of Y and Y takes the place of B and so on, what will be the 13th letter from the right ?
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
(1) M   (2) N   (3) O   (4) L   (5) Other than those given as options

Q.4.   If the first and the second letters in the word 'DEPRESSION' were interchanged, also the third and the fourth letters, the fifth and sixth letters and so on, which of the following would be the seventh letter from the right ?
(1) R   (2) O   (3) S   (4) I   (5) Other than those given as options

Q.5.   In a row of girls, if Seeta who is 10th from the left and Lina who is 9th from the right interchange their seats, Seeta becomes 15th from the left. How many girls are there in the row ?
(1) 16   (2) 18   (3) 19   (4) 22   (5) Other than those given as options

Q.6-10. Read the information given below and answer the questions.

Six plays A, B, C, D, E and F of a famous playwright are to be staged one on each day from Monday to Saturday. The schedule of the plays is to be in accordance with the following.

(1) A must be on the immediately previous day of the on which E is staged.
(2) C must not be staged on Tuesday.
(3) B must be on a day which immediately follows the day on which F is staged.
(4) D must be staged on Friday only and should not be immediately preceded by B.
(5) E must not be staged on the last day of the schedule.

Q.6. Which of the following is the schedule of plays, with the order of their staging from Monday ?
(1) E A B F D C   (2) A F B E D C   (3) A F B C D E
(4) F A B E D C   (5) Other than those given as options

Q.7. Play C cannot definitely be staged on which of the following days in addition to Tuesday ?
(1) Monday   (2) Wednesday   (3) Thursday   (4) Friday   (5) Saturday

Q.8. Play D is between which of the following pairs of plays ?
(1) C and E   (2) E and F   (3) A and E   (4) B and E   (5) C and F

Q.9. Which of the following plays is on Monday ?
(1) E   (2) A   (3) F   (4) B   (5) C

Q.10. Which of the following plays immediately follows B ?
(1) F   (2) E   (3) D   (4) C   (5) A

GENERAL AWARENESS

This test is intended to give an index of your awareness of people and events past and present in different walks of life.

Q.1. Which of the following stands for I in RBI ?
(1) India   (2) International   (3) Insurance   (4) Income   (5) Institute

Q.2. OSCAR awards are given for best performance in which of the following field ?
(1) Films   (2) Literature   (3) Sports   (4) Science   (5) Social Service

Q.3. Monetary policy is concerned with _____
(1) changes in the supply of money
(2) buying and selling of financial instruments
(3) reducing unemployment
(4) changes in the supply of money & reducing unemployment
(5) Other than those given as options

Q.4. Which of the following stands for I in IRDA ?
(1) Indian   (2) International   (3) Insurance   (4) Income   (5) Institute

Q.5. Who is the person closely associated with operation flood programmes and was honoured by Padma Vibhushan recently ?
(1) Dr. V. Kurien   (2) Dr. M. S. Swaminathan   (3) Dr. Amartya Sen
(4) Narendra Modi   (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.1. $\dfrac{24}{65} \times \dfrac{13}{56} \times \dfrac{5}{7} = ?$

(1) $\dfrac{3}{49}$ (2) $\dfrac{15}{245}$ (3) $\dfrac{3}{77}$ (4) $\dfrac{15}{56}$ (5) Other than those given as options

Q.2. $(27 + 498) \div 25 = ?$
(1) 17   (2) 25   (3) 21   (4) 12   (5) Other than those given as options

Q.3. 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 :

% of Employees Giving Different Ranks						
Attribute	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.4. Which attribute for promotion has received the highest rank ?
(1) Perseverance (2) Seniority (3) Honesty (4) Sociability (5) Efficiency

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

Q.6. Which attribute is considered the least important for promotion ?
(1) Honesty (2) Intelligence (3) Perseverance (4) Efficiency (5) Sociability

ENGLISH COMPREHENSION

Adversity like that faced by the Swiss watchmakers has the virtue of starkly limiting the alternatives. A company that decides to expand by acquisition has the wide world of commerce before it, subject only to availability and price. The **plethora** of choices is one explanation of the many poor selections. The best decisions follow when the purpose is most clearly defined. At least the decision maker then knows exactly what he is trying to achieve and why.

The Swiss were trying to achieve survival - an aim so '**transcendent**' that the "why" needn't be asked. The only important question was "How," and the only answer (which their Japanese rivals have always chosen as the most rewarding approach) is to probe for weakness of the opposition, and then to kick the Achilles heel with steel-tipped boots. In this instance, the weakness (to which Japanese business is strangely prone) was lack of modern fashion sense. The electronic timepieces were being sold as wrist machinery; that gave Swiss Company its opportunity.

Q.1. Which of the following was true in the case of business difficulties of the Swiss watch makers as per the passage ?
(1) The Swiss watch maker had virtually no limitation of available choices for taking decision in the instant case of difficulties.
(2) A large number of available alternatives would have probably made the Swiss Watch makers' decision making process better.
(3) The limited number of available choices in the instant situation made the Swiss Watch makers' decision making process easier.
(4) The Swiss watch makers lacked clarity about the objective to be achieved.
(5) None of the above

Q.2. Which of the following holds good in the case of Swiss or Japanese watch making companies ?
(1) Japanese watch making companies had rewarding experience in regard to wrist watches because of their modern fashion sense.
(2) In the past, Swiss watch companies were always probing for the weakness of their rival Japanese companies to succeed in competition.
(3) The Japanese watch companies were having tough time from their strong Swiss rivals.
(4) The solution to the problem of Swiss Companies was in the weakness of Japanese companies lacking in modern fashion for wrist watches.
(5) None of the above.

Q.3-4. Directions : In the context of the passage, which of the following is the closest in meaning to the word given in CAPITALS on the left side of the question.

Q.3. PLETHORA : (1) paucity (2) nature (3) quality (4) excess (5) none of these

Q.4. TRANSCENDENT : (1) natural (2) obvious (3) basic (4) permanent (5) transient

(A) Details of the On-line Examination Pattern

(1) The examination would be conducted on-line i.e. on a computer.

(2) The version of tests will be Hindi, English and language as applicable to the state (under which application is registered). The questions will appear in English and the selected language as applicable to the state. Test of English Comprehension will be available in English only.

(3) All the questions will have multiple choices. Out of the five answers to a question only one will be the correct answer. **The candidate has to select the most appropriate answer and 'mouse click' that alternative which he/ she feels is appropriate/ correct. The alternative/ option that is clicked on will be treated as the answer to that question. Answer to any question will be considered for final evaluation, only when candidates have submitted the answers by clicking on "Save & Next" or "Mark for Review & Next".**

(4) The clock has been set at the server and the countdown timer at the top right corner of your screen will display the time remaining for you to complete the exam. When the clock runs out the exam ends by default - you are not required to end or submit your exam.

(5) The question palette at the right of screen shows one of the following statuses of each of the questions numbered:

 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 Marked for Review status simply acts as a reminder that you have set to look at the question again. *If an answer is selected for a question that is Marked for Review, the answer will be considered in the final evaluation.*

(6) To select a question to answer, you can do one of the following :

(a) Click on the question number on 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 answer to current question and to go to the next question in sequence.

(c) Click on **'Mark for Review and Next'** to save answer to current question, mark it for review, and to go to the next question in sequence.

(7) To select your answer, click on one of the option buttons.

(8) To change your answer, click another desired option button.

(9) To save your answer, you MUST click on **Save & Next.**

(10) To deselect a chosen answer, click on the chosen option again or click on the **Clear Response** button.

(11) To mark a question for review click on **Mark for Review & Next**. *If an answer is selected for a question that is Marked for Review, the answer will be considered in the final evaluation.*

(12) To change an answer to a question, first select the question and then click on the new answer option followed by a click on the **Save & Next** button.

(13) **ONLY Questions that are saved or marked for review after answering will be considered for evaluation.**

(14) Sections will be displayed on the top bar of the screen. Questions in a section can be viewed by clicking on the section name. The section you view will be highlighted.

(15) 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.

(16) You can move the mouse cursor over the section names to view the status of the questions for that section.

(17) You can shuffle between sections and questions anytime during the examination as per your convenience.

(18) The candidates are requested to follow the instructions of the "Test Administrator" carefully. If any candidate does not follow the instructions / rules, it would be treated as a case of misconduct/ adoption of unfair means and such a candidate would be liable for debarment from appearing for examinations for a period as decided by ESIC.

(19) The candidates may ask the Test Administrator about their doubts or questions only before the commencement of the test. No query shall be entertained after the commencement of the examination.

(20) After the expiry of 120 minutes, the candidates will not be able to attempt any question or check their answers.

(21) **Please note :**
   (a) **Candidates will not be allowed to "finally submit" unless they have exhausted the actual test time.**
   (b) **Under no circumstances should a candidate click on any of the 'keyboard keys' once the exam starts as this will lock the exam.**

B] **General Instructions:**

(1) Please note date, Reporting time and venue address of the examination given in the call letter.

(2) You may visit the venue one day before the Online Examination to confirm the location so that you are able to report **on time** (as printed on the call letter) on the day of the examination. Late comers will not be allowed.

(3) The call letter should be brought with you to the examination venue along with your recent passport size photograph duly pasted on it. (Preferably the same photograph as was as uploaded).

(4) You must scrupulously follow the instructions of the Test Administrator and ESIC Representative at the examination venue. If you violate the instructions you will be disqualified and will be asked to leave the examination venue.

(5) No use of calculators (separate or with watch), books, note books or written notes, cell phones (with or without camera facility), or any other electronic device will be allowed during the examination. **After AarogyaSetu status display at the entry gate, candidates will be required to switch off their mobile phones, and deposit it at the designated location, to be collected while exiting.**

(6) Please bring the call letter with your photograph affixed thereon, currently valid Photo identity proof in original and a photocopy of the same ID proof which you bring in original - THIS IS ESSENTIAL. **The call-letter along with photocopy of photo identity proof duly stapled together are to be submitted at the end of exam by putting it in the designated drop-box.** Currently valid photo identity proof may be PAN Card/Passport/Driving License/Voter's Card with photograph/ Bank Passbook with photograph/Photo Identity proof issued by a Gazetted Officer on official letterhead /Photo Identity proof issued by a People's Representative on official letterhead/Valid recent Identity Card issued by a recognised College/ University/Aadhar/E-Aadhar Card with a photograph/Employee ID/Bar Council Identity card with photograph. **Please Note - Ration Card and Learner's Driving License will NOT be accepted as valid ID proof for this exam.** Please note that your name as appearing on the call letter (provided by you during the process of registration) should exactly match the name as appearing on the photo identity proof. Female candidates who have changed first/last/middle name post marriage must take special note of this. If there is any mismatch between the name indicated in the Call Letter and Photo Identity Proof you will not be allowed to appear for the exam. In case of candidates who have changed their name will be allowed only if they produce Gazette notification/their marriage certificate/affidavit.

(7)   In order to save time on frisking (Metal Detectors will be used), the candidates are advised to follow the below mentioned dress code:

• Light clothes which cannot be used for hiding any instruments or communication devices.

• Half sleeves but not having big buttons or any badge, brooches etc. which could be used to hide the communication device, Bluetooth, camera, etc.

• Slippers, sandals and not the shoes/socks.

However, candidates coming in customary/ religious dresses and PwBD candidates should report at the centre well in advance prior to reporting time for frisking.

(8)   Photograph and IRIS will be captured at the examination venue. The photo captured will be matched with the photo uploaded by the candidate in the application. You must NOT change your appearance from the photo uploaded by you.

Decision of the IRIS 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 IRIS scanning / verification on any occasion may lead to cancellation of candidature. With regards to the same, please note the following:

(a) 'LEFT EYE (IRIS)' will be captured for all the candidates.
(b) Candidates should remove Contact Lenses and Spectacles while capturing IRIS. Candidates are advised to avoid wearing contact lenses and prefer spectacles.
(c)   There is no touch involved in IRIS scanning. Half feet distance between scanner and eye will be maintained.

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

(9)   Your responses (answers) will be analysed with other candidates to detect patterns of similarity of right and wrong answers. If in the analytical procedure adopted in this regard, it is inferred/concluded that the responses have been shared and scores obtained are not genuine/valid, your candidature may be cancelled. Any candidate who is found copying or receiving or giving assistance or engaging in any behaviour unbecoming of a candidate will not be considered for assessment. ESIC may take further action against such candidates as deemed fit by it.

(10)   You should bring with you a ball-point pen and an ink stamp pad. A sheet of paper will be provided which can be used for rough work or taking down the question number you would like to review at the end of the test before submitting your answers. After the test is over you MUST drop this sheet of paper along with the Call Letter and photocopy of photo identity proof in the designated drop-box.

(11)   The possibility of occurrence 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 movement of candidates, delay in test. Conduct of a re-exam is at the absolute discretion of test conducting body. Candidates will not have any claim for a re-test. Candidates not willing to move or not willing to participate in the delayed process of test delivery shall be summarily rejected from the process.

(12)   If the examination is held in more than one session, the scores across various sessions will be equated to adjust for slight differences in difficulty level of different test batteries used across sessions. More than one session are required if the nodes capacity is less or some technical disruption takes place at any centre or for any candidate.

(13)   Anyone found to be disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of test contents in any form or any information therein in whole or part thereof or by any means verbal or written, electronic or mechanical or taking away the papers supplied in the examination hall or found to be in unauthorised possession of test content is likely to be prosecuted.

(14)   Instances for providing incorrect information and/or process violation by a candidate detected at any stage of the selection process will lead to disqualification of the candidate from the selection process and he/she will not be allowed to appear in any recruitment process of the ESIC in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective affect.

SOCIAL DISTANCING MODE CONDUCT OF EXAM RELATED INSTRUCTIONS

1   **Candidate is required to report at the exam venue strictly as per the time slot mentioned in the Call Letter AND/OR informed via SMS/Mail on their registered mobile number/mail prior to exam date. It is expected that candidate strictly adhere to this time slot – as entry into the exam venue will be provided based upon the individual's time slot ONLY. Candidates should report atleast 15 minutes before the Reporting time indicated on the call Letter.**

2   **Mapping of 'Candidate Roll Number and the Lab Number' will NOT be displayed outside the exam venue, but the same will be intimated to the candidates individually at the time of entry of the candidate to the exam venue.**

3   Items permitted into the venue for Candidates
    Candidates will be permitted to carry only certain items with them into the venue.

      a.   Mask (WEARING A MASK is COMPULSORY)
      b.   Gloves
      c.   Personal transparent water bottle (Candidate should bring his / her own water bottle)
      d.   Personal hand sanitizer (50 ml)
      e.   A simple pen & one ink stamp pad
      f.   Exam related documents (Call Letter and Photocopy of the ID card stapled with it, ID Card in Original.)
      g.   Call Letter should be brought with the Photocopy of the Photo ID stapled with it. Original ID (same as Photocopy) is also to be brought for verification. The name on the ID and on the Call Letter should be exactly the same.
      h.   In case of Scribe Candidates - Scribe form duly filled and signed with Photograph affixed.
  No other Items are permitted inside the venue.

4   **Candidate should not share any of their personal belonging/material with anyone**

5   **Candidate should maintain safe social distance with one another.**

6   **Candidate should stand in the row as per the instructions provided at venue.**

7   **If candidate is availing services of a scribe, then scribe also should bring their own Gloves, N95 Mask, sanitizer (50ml) and transparent water bottle. Wearing a mask is compulsory. Both candidate and Scribe will require to be wearing N95 Mask.**

8   **A Candidate must have AarogyaSetu App installed on his mobile phone. The AarogyaSetu status must show candidate's risk factor. A candidate will have to display this status to the Security Guard at the entry into the exam venue. In case a candidate does not have a smart phone, he/she will have to bring in a signed declaration to this effect (declaration is provided along with the Call Letter) and show the same to the Security Guard at the entry into the exam venue. Candidates with Moderate or High Risk Status on AarogyaSetu App will not be allowed entry. In case any of the responses in declaration suggest COVID 19 infection/symptoms, the candidate will not be permitted inside the exam venue. (If candidate is availing services of a Scribe, then Scribe should also follow the same instructions.)**

9   **After Aarogya Setu status display at the entry gate, candidates will be required to switch off their mobile phones, and deposit it at the designated location, to be collected while exiting.**

10 **All candidates (and Scribe, if applicable) will be checked with Thermo guns at the entry point for temperature. In case, any person is observed to be having above normal temperature (> 99.14° F) or displaying any symptoms of the virus, they will not be allowed entry into the venue.**

11 In candidate registration :
      a.   Candidate registration will be done through photo capture and IRIS Scan (Biometric capture of Right thumb impression for VI candidates). Photo captured will be matched with the photo uploaded by you in the application (as printed in the call letter). You must NOT change your appearance from the photo uploaded by you.
      b.   Photograph and IRIS capture will be taken while candidate is standing.
      c.   Seat number will be given to the candidate.

12 Rough sheet, call letter and ID proof management

- **Rough sheet(s) kept at each candidate desk will be used by candidate.**
- **Candidate must follow the instructions related to dropping the call letter with the ID proof copy in the boxes provided at the exit of lab/venue while leaving or at the designated place. Those candidates who avail the services of Scribe should submit Scribe form also along with the Call Letter and ID proof copy**
- **Candidate must drop the rough sheets, call letter, ID proof copy in the boxes provided at the exit of lab/venue while leaving or at the designated place indicated by Exam officials.**

13 Post Examination Controls

- **On completion of examination, IRIS verification (Right Thumb Biometric verification for VI candidates) will be done for each candidate.**

- **The candidates will be permitted to move out in an orderly manner one candidate at a time. Please wait for instructions from invigilator and do not get up from your seat until advised.**

WISH YOU GOOD LUCK