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ONLINE (PHASE II) EXAMINATION - RECRUITMENT OF ADMINISTRATIVE OFFICERS – SPECIALISTS (SCALE I) – DOCTORS (MBBS), LEGAL, FINANCE, ACTUARIAL, INFORMATION TECHNOLOGY, AUTOMOBILE ENGINEERS, AND GENEALIST

INFORMATION HANDOUT

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 online examination will comprise the following objective type test as stated below:

Sr. No.	Name of the Test/Section (Not in sequence)	Number of Questions	Maximum Marks	Medium of Exam	Duration for each test/section (Separately timed)
1	Test of Reasoning	50	50	English & Hindi	40 Minutes
2	Test of English Language	50	50	English	40 Minutes
3	Test of General Awareness	50	50	English & Hindi	30 Minutes
4	Test of Computer Knowledge	50	50	English & Hindi	30 Minutes
5	Test of Quantitative Aptitude	50	50	English & Hindi	40 Minutes
	TOTAL (Aggregate)	250	250		180 Minutes
	Descriptive Paper (English) (Essay, Précis & Comprehension)	03	30	English	30 Minutes

Structure of the test - Generalists - Phase II

Structure of the test - Structure of t	pecialists - Phase II
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1	Test of Reasoning	40	40	English & Hindi	35 Minutes
2	Test of English Language	40	40	English	30 Minutes
3	Test of General Awareness	40	40	English & Hindi	20 Minutes
4	Test of Computer Knowledge	40	40	English & Hindi	25 Minutes
5	Test of Quantitative Aptitude	40	40	English & Hindi	35 Minutes
6	In Specialist stream, an additional test to assess technical & professional knowledge in the relevant discipline	50	50	English & Hindi	35 Minutes
	TOTAL (Aggregate)	250	250		180 Minutes
	Descriptive Paper (English) (Essay, Précis & Comprehension)	03	30	English	30 Minutes

The total time for the test is 210 minutes; however you may have to be at the venue for approximately 270 minutes including the time required for logging in, collection of the call letters, going through the instructions etc. All questions will be provided in English and Hindi except for English Language test. Tests are separately timed. You can attempt any question in a particular test during the time allotted to that test only. All the objective 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.

Descriptive English Test include Essay, Precis and Comprehension.

Descriptive paper will be provided only in English. Descriptive questions will be displayed on the screen of your computer. Answers are to be typed using the keyboard. Before start of typing answers to questions in Descriptive Paper, please check all key functions of the keyboard. You will get 30 minutes to answer the questions.

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

- (i) Number of questions answered correctly by a candidate in the 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 test are equated to the base form by considering the distribution of scores of all the forms.

(iii) Test 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.

TEST OF REASONING

- **Q.1.** Some leaders are dishonest. Neelam is a leader. Which of the following inferences definitely follows from these two statements ?
 - (1) Neelam is honest

- (2) Neelam is dishonest(4) Leaders are generally dishonest
- (3) Some leaders are honest(5) Neelam is sometimes dishonest
- Q.2. 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.3.** 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.4. 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.5. 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

TEST OF 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:

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

Q.1.	He quickly glanced (1) at	(2) throug		at it said a (4)			conomy. over
Q.2.	The counsel urged (1) enact	the court to (2) enforce	down the cancel		s law. strike	(5)	declare
Q.3.		(2) warned	 er of the situa apprised		told	(5)	intimated

Directions : Read each sentence 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).

Q.4.	I am twenty / two years old / when I first / joined the bank.No error(1)(2)(3)(4)(5)
Q.5.	To the Hindus / the Ganga is / holier than / any other river.No error(1)(2)(3)(4)(5)
Q.6.	Of all the teachers / in our school / our class teacher / were very strict. No error (1) (2) (3) (4) (5)
	TEST OF GENERAL AWARENESS
Q.1.	To combat the menace of money laundering, which of the following financial institutions has introduced the'Know Your Customer' Scheme ?(1) IDBI(2) RBI(3) NABARD(4) SIDBI(5) Other than those given as options
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.	Which of the following stands for I in RBI ?(1) India(2) International(3) Insurance(4) Income(5) Institute
Q.4.	 'Mandi House' is
Q.5.	Vishwanathan Anand is associated with which of the following games ?(1) Badminton(2) Golf(3) Chess(4) Billiards(5) Basket Ball
Q.6.	The famous Gomateshwar idol is in which of the following states ? (1) Maharashtra (2) Madhya Pradesh (3) Uttar Pradesh (4) Orissa (5) Karnataka
Q.7.	The famous Ayodhya temple is located on the bank of the river(1) Ganga(2) Godavari(3) Sarayu(4) Ban Ganga(5) Narmada
Q.8.	The Unit for measuring intensity of 'Noise' is called(1) Knot(2) Calorie(3) Ohm(4) Joule(5) Decibel
	TEST OF COMPUTER KNOWLEDGE
Q.1.	Every component of your computer is either(1) software or CPU / RAM(2) hardware or software(3) application software or system software(4) an input device or output device(5) Other than those given as options(2) hardware or software
Q.3.	The function of CPU is
Q.7.	What is the full form of RAM ?(1) Random Adaptive Mouse(2) Random Adaptive Memory(3) Random Access Memory(4) Random Access Mouse(5) None of these(3) Random Access Memory
Q.8.	Which of the following is the shortcut to print a word document ?(1) Press 'Ctrl + P' Keys together(2) Press 'Ctrl + F' Keys together(3) Press 'Shift + P' Keys together(4) Press 'Shift + Print' Keys together(5) Press 'Tab + Print' Keys together
Q.9.	Deletes the character just to the left of the cursor (or insertion point) in MS Word and moves the cursor to thatposition:(1) F12 key(2) BACKSPACE KEY(3) ARROW KEYS(4) DELETE KEY(5) ESC KEY

Q.12. URL is an acronym for _

- (1) Uniform Resource Locator
- (2) Uniform Resource Link
- (3) Universal Reference Locator
- (5) Unique Resource Link

(4) Unlimited Real-time Language

TEST OF QUANTITATIVE APTITUDE

This test is designed to measure how fast and accurate you are in dealing with numbers, viz. computation.

- **Q.1-3. Directions :** In each of the following questions, you have to find out what will come in place of the question mark (?).
- Q.1. 42 + 73 + 137 = ?(2) 252 (1) 352 (3) 242 (4) 142 (5) Other than those given as options $20 \times \frac{1}{2} = ?$ Q.2. (1) 4 (2) 5 (5) Other than those given as options (3) 1 (4) 20 Q.3. $0.7 \times 0.5 = ?$ (1) 35(2) 0.35 (3) 0.0035 (4) 0.035 (5) Other than those given as options

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

Q.4-6. Study the following table carefully and answer the questions given below _____

Distribution of 1000 candidates as regards their marks in written examination out of 300 and interview out of 100 in a selection examination

Written	INTERVIEW MARKS							
Examination Marks	Below 30	30-39	40-49	50-59	60-69	70 & above		
260 & above	8	18	26	18	26	4		
210 to 259	5	4	30	22	10	9		
160 to 209	16	10	45	56	18	9		
110 to 159	28	42	100	190	15	5		
60 to 109	35	115	20	8	7	5		
Below 60	32	32	20	4	6	2		

Q.4. How many candidates did obtain more than 69 percent marks and above in both written examination and interview ?

(1) 22 (2) 49 (3) 13 (4) 9 (5) Other than those given as options

Q.5. If approximately 325 candidates were to be qualified in the written examination, what should be the percentage of the qualifying marks ?

(3) above 36

(3) 50 to 70

- (1) above 20 (2) above 70
- (4) above 63 (5) Other than those given as options
- **Q.6.** About 42 percent of the candidates fall in which of the following ranges of the interview marks ?
 - (1) 110-159 (2) 110 & below

110 & below

(4) 50 & above (5) Other than those given as options

TECHNICAL & PROFESSIONAL KNOWLEDGE

Questions in this test will be based on the area of specialization.

DESCRIPTIVE ENGLISH TEST

The Paper may include Questions as follows :

Q.1. Write an essay on any one of the following topics in about 250 words:

- Measures to eradicate illiteracy in India
- Importance of Financial Planning
- Financial Inclusion

Q.2. Write a précis of the following passage in about 120 words, and give it a title.

Christian Reed, a project manager, has worked at the Tata Steel plant—Britain's biggest—for 11 years. His father worked in the local steel industry for 40 years, and his grandfather was a foundry worker. "It's very difficult to contemplate losing the plant," he says. "It would be like losing a member of the family."

The fate of his job and those of about 4,300 other Port Talbot steelworkers, as well as Britain's loss-making steel industry in general, have become the most poignant part of the political row that has erupted in Britain since Tata Steel, Britain's biggest producer, said in late March that it planned to sell or close its operations in the country. Opposition politicians have demanded that the government engineer a rescue, either by erecting high tariff walls against cheap steel imports, as America has done, or by going for some sort of nationalisation, as Italy has attempted with the ill-starred Ilva plant in the heel of the country. On April 5th a potential rescuer, Sanjeev Gupta of Liberty House, a commodity-trading company, said he was interested in buying the Port Talbot business, though he wants plenty of government sweeteners before doing so. He has called Britain's steel industry "probably the worst in the world."

There are few parts of the rich world where steel remains a good business, however. Port Talbot's woes are indicative of a global problem—especially in places where makers of unspecialised steel face competition from cheaper producers.

In the eyes of many, including the Welsh steelworkers, the main bogeyman is China, where steel output has ballooned. The country has produced more steel in two years than Britain since 1900, according to the International Steel Statistics Bureau, and is indeed awash with excess capacity. But this is part of a phenomenon that extends across the developing world. The OECD, a club mostly of rich countries, reckons that in the four years to 2017 steelmaking capacity will have grown by 50% in the Middle East, 20% in Africa and 10% in Latin America.

Meanwhile, the China-led slowdown in developing economies and low oil prices, which have hit the use of steel in rigs and pipelines, mean that demand is severely lagging supply. Even in India, which is supposed to be the bright spot of the global steel market, demand growth is unlikely to recover to levels in the years before 2010 when it embarked on a debt-fuelled infrastructure construction binge.

Q.3. English Comprehension based on a passage.

Read the following passage carefully and answer the questions that follows.

In this age, when the popular involvement in day-to-day matters in mounting, it is the electronic systems that offer us a potential service infrastructure which could, with careful programming, probably take care of a very large element of what we describe as mechanical, procedural governance without all the distortions, corruptions and harassments which constitute the daily misery of the average citizen. Of course, the electronic systems will only behave to the extent that they are properly programmed. But this is no impossible task today.

Once we move our minds beyond the mere use of the electronic revolution for business efficiency and higher profitabilities and apply it to the task of reducing the routine, repetitive activities of governance, we will conserve time and energy for more important and creative tasks. In other words, the electronic revolution can make for better and more effective handling of real everyday problems, additionally to providing the basic service of computerized information banks. Even in less developed conditions, the potential of the electronic network to take over a great deal of what is called bureaucratic "paper work" has been vividly demonstrated. Licensing system involving endless form filling in endless copies; tax matters which baffle millions of citizens, particularly those who have nothing to hide; election system which require massive supervisory mobilizations or referendums based on miniscule "samples" which seldom reflect the reality at the social base. At all these points, the electronic advantage is seen and recognized. However, we must proceed further.

It is possible to foresee a situation where the citizen, with his personalized computer entry card, his "number", is able to enter the electronic network for a variety of needs now serviced by regiments of officials, high and low. Indeed, this is already happening in a number of countries. From simple needs, we will move to more complex servicing, and, ultimately, into creativity or what is called "artificial intelligence".

- Q.1. What does the term "bureaucratic paper work" refer to ?
- Q.2. How has electronic revolution helped organisations in day-to-day activities ?
- Q.3. What is "artificial intelligence" ?

(A) Details of the On-line Examination Pattern:

- (1) The examination would be conducted Online i.e. on a computer.
- (2) All questions will be provided in English and Hindi except for English Language test.
- (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 answered the question.

5_

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 will 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 cannot shuffle between tests during the examination as all tests are separately timed.
- (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 National Insurance Co. Ltd.
- (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 180 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.
- (22) Please note for Descriptive type paper :
 - (a) No separate login is required to take the test.
 - (b) This test will start automatically upon auto-submission of objective tests.
 - (c) Questions will be displayed on computer monitor.
 - (d) Only one question will be displayed at a time.
 - (e) "While typing if you press the 'Space bar' and then press the 'Enter' key, the cursor will not move to next line. However if you press the 'Enter' key immediately after the last word, the cursor will move to the next line. You should also note in case the 'Space bar'/ 'Enter' key is pressed multiple times in a single instance only a single keystroke (i.e. one space and one enter to the next line) will be taken by the system."

Descriptive test will be administered immediately after the objective test.

[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. Latecomers 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 paste the same photograph as was as uploaded).
- (4) You must scrupulously follow the instructions of the Test Administrator and National Insurance Co. Ltd. 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 smart 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.

Use of Scientific Calculator is permitted for Acturial post candidates only. Such calculator will be made available online on the screen for Acturial candidates only.

(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 to the invigilator at the end of exam. 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/Aadhaar Card/E-Aadhaar 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) Biometric data (thumb impression) and photograph will be captured before the start of examination at the examination venue. 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 (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).

- (8) 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. National Insurance Co. Ltd. may take further action against such candidates as deemed fit by it.
- (9) You should bring with you a ball-point pen. You can bring ink stamp pad (blue/black) with you. 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 handover this sheet of paper along with the Call Letter and photocopy of photo identity proof to the invigilator.
- (10) 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 problems, which may include movement of candidates, delay in test. The conduct of a reexam is at the absolute discretion of the 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.
- (11) 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 is required if the nodes capacity is less or some technical disruption takes place at any centre or for any candidate.
- (12) 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.
- (13) 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 National Insurance Co. Ltd. in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective effect.
- (14) Please read instructions related to Social Distancing given on the next page.

INSTRUCTIONS WITH REGARD TO SOCIAL DISTANCING

- 1. Candidate is required to report at the exam venue strictly as per the time slot mentioned in the Call Letter. Latecomers will not be allowed to take the test.
- 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.
- Items permitted into the venue for Candidates
 Candidates will be permitted to carry only following items with them into the venue:
 - a. Mask
 - b. Personal hand sanitizer (50 ml)
 - c. A simple pen and ink stamp pad (blue/black)
 - d. Exam related documents (Call Letter and Photocopy of the ID card stapled with it, ID Card in Original)
 - e. In the 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 a candidate is availing services of a scribe, then scribe also should bring their own Mask.
- 8. On completion of examination, the candidates should move out in an orderly manner without crowding as instructed by the venue staff.

WISH YOU GOOD LUCK!