



इंस्टीट्यूट ऑफ बैंकिंग पर्सोनेल सिलेक्शन®

(भारतीय रिजर्व बैंक, केंद्रीय वित्तीय संस्थाओं व सार्वजनिक क्षेत्र के बैंकों द्वारा स्थापित एक स्वायत्त संस्था)

INSTITUTE OF BANKING PERSONNEL SELECTION

(An autonomous body set up by Reserve Bank of India, Central Financial Institutions and Public Sector Banks)

असेसमेंट में, हम पर भरोसा रखता है भारत

In assessment, India trusts us

CRP SPL-XIV

INFORMATION HANDOUT

**ONLINE MAIN EXAMINATION FOR
RECRUITMENT OF SPECIALIST OFFICERS IN
PARTICIPATING BANKS**

Date of Examination – 14.12.2024

INTRODUCTION

- 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.
- Before appearing for the online examination you should strictly ensure yourself that you fulfill the eligibility criteria stipulated in the notification in all respects.
- Please note that since this is a competitive examination, mere passing is not adequate. You have to obtain a high rank in the order of merit to get eligibility for future selection process. You should, therefore, put in best efforts in the 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
Professional Knowledge (Objective)	60	60	English & Hindi	45 minutes

Rajbhasha Adhikari

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.

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

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

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.

PROFESSIONAL KNOWLEDGE

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

Law Officer

- Q.1.** 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

IT Officer

- Q.1. 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.1. 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

HR/Personnel Officer

- Q.1. 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.1. 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

Rajbhasha Adhikari

- प्र.1. 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

DETAILS OF THE ONLINE EXAMINATION PATTERN

- Total duration of examination is 45 minutes / 60 minutes. [20 minutes compensatory time for every 60 minutes (1 hour) of the examination time for candidates eligible for compensatory time.]
- 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.
- 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 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.

4. 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.
5. You can click on your “Profile” image on top right corner of your screen to change the language during the exam for entire question paper. On clicking of Profile image you will get a drop-down to change the question content to the desired language.
6. 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:

7. 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:

8. 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.*
9. 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.
10. Note that ONLY Questions for which answers are saved or marked for review after answering will be considered for evaluation.

Navigating through sections:

11. Sections in this question paper are displayed on the top bar of the screen. The section you are currently viewing is highlighted.
12. Candidate can view the corresponding section summary as part of the legend that appears in every section above the question palette.

Submitting the exam:

13. After the expiry of time the candidates will not be able to attempt any question or check their answers. On completion of test time, answers of the candidates would be saved automatically by the computer system even if they have not clicked the “Submit” button.
14. Please note :
 - (a) Candidates will not be allowed to “finally submit” unless they have exhausted the actual test time of the examination.
 - (b) Under no circumstances should a candidate click on any of the ‘keyboard keys’ during the test once the exam starts as this will lock the exam.

GENERAL INSTRUCTIONS

- (1) **Please note that those candidates who have been debarred from appearing in CRP Examination for a specified period in terms of communication made to that effect by IBPS may act accordingly.**
- (2) Please note date, reporting time and venue address of the examination given in the call letter.
- (3) You may visit the venue one day before the Online Examination(s) 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.
- (4) **You need to paste your photograph on the space provided in the call letter. Candidates reporting without one photograph pasted on the call letter will not be allowed to appear for the exam.**
(It is advisable that candidate retains about 8 copies of the same photograph which is uploaded at the time of Application as these would be needed for further stages of this selection process).
- (5) You must scrupulously follow the instructions of the Test Administrator and Bank Representative at the examination venue. If you violate the instructions you will be disqualified and will be asked to leave the examination venue.
- (6) 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 or devices with screen freeze or storage facilities etc. will be allowed during the examination.
- (7) **You must bring the call letter of Online Main Examination along with authenticated/stamped Call letter of Online Preliminary examination and authenticated/stamped photocopy of (currently valid) photo identity proof** (such as PAN Card/ Passport/Permanent Driving License/Voter's Card with photograph/Bank Passbook with photograph/Photo Identity proof issued by a Gazetted Officer or People's Representative on official letterhead/Identity Card issued by a recognised College or University/Aadhaar card/E-Aadhaar card with a photograph/ Employee ID/ Bar Council ID Card with photograph). **Original photo identity proof is also to be brought.** Please note that your name as appearing on the call letter (provided by you in the application form) should exactly match the name as appearing on the photo identity proof. 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 examination. 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 examination. In case of candidates who have changed their name will be allowed only if they produce Gazette notification/their marriage certificate/affidavit. Photo ID should be valid as on the day of the examination.
 - 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 Gazette notification/their marriage certificate/ affidavit in original.
 - Signature in CAPITAL LETTERS will not be accepted.
- (8) IBPS/Participating Banks may also conduct (on voluntary basis) Online Aadhaar verification of the candidates/scribes at different stages of the selection process.
- (9) Do not leave your seat unless you are allowed.
- (10) The candidate may visit authorised IBPS website and practice the mock link provided for Online Main examination.
- (11) Travelling Allowance not admissible. No travelling allowance or other expenses in connection with the examination will be paid.
- (12) Any candidate found resorting to any unfair means or malpractice or any misconduct while appearing at the examination including giving/receiving help to/from any candidate during the test will be disqualified and may be debarred either permanently or for a specified period from CRP examinations conducted by IBPS. The candidate should be vigilant to ensure that no other candidate is able to copy from his/her answers. **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 without any notice.**
- (13) You should bring with you a ball-point pen, blue ink stamp pad. Sheets 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 these sheets of paper to the invigilator before leaving the venue. You must write your Registration Number, Roll No., Name & date of exam on the rough sheets.
- (14) 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-examination is at the absolute discretion of IBPS. Candidates not willing to move or not willing to participate in the delayed process of test delivery shall be summarily rejected from the process.

- (15) 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.
- (16) 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 of the common recruitment process 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. Clarifications / decisions given / to be given by the Director, IBPS, regarding Common Recruitment process for CRP SPL-XIV shall be final and binding.
- (17) IBPS reserves the right to introduce additional steps in the examination process to safeguard and maintain the integrity of examination.
- (18) Candidates who are eligible and have applied for availing the services of a scribe have to fill in the online scribe declaration form. The link for filling online scribe declaration form has been provided in the exam intimation email sent to eligible candidates on their registered email ID. The link is also available on authorised IBPS website www.ibps.in. After filling the online declaration form, candidates have to download it and bring a print out of it on the day of examination.
- (19) For candidates availing scribe in accordance with OM - F. No. 29-6/2019-DD-III dated 10.08.2022, shall be allowed scribe facility subject to production of a certificate at the time of online examination to the effect that person concerned has limitation to write and that scribe is essential to write examination on his/her behalf from competent medical authority of a Government healthcare institution as per proforma attached as Appendix I in the Notification for CRP SPL-XIV. Also, the qualification of the scribe should be one step below the qualification of the candidates taking examination. Letter of undertaking as per Appendix II should be submitted by such candidates at the time of examination. Such candidates shall not be allowed to appear for the examination without the specified medical certificate as per Appendix I and Appendix II of the said Notification.
- (20) The scribe arranged by the candidate should not be a candidate for the online examination under CRP SPL-XIV. If violation of the above is detected at any stage of the selection process, candidature for CRP of both the candidate and the scribe will be cancelled.
- (21) **During the exam, at any stage, if it is found that scribe is independently answering the questions, or prompting answers in any direct/indirect manner, the exam session will be terminated and candidate's candidature will be cancelled. The candidature of such candidates using the services of a scribe will also be cancelled if it is reported after the examination by the test administrator personnel that the scribe independently answered the questions or prompted the answer in any direct/indirect manner. In such cases, the candidate and the scribe may also be debarred either permanently or for a specified period from all CRP examinations. IBPS reserves the right to share the list of debarred candidates/scribes to other Recruiting agencies for their information.**
- (22) The scribe arranged by the candidate should not be a scribe to any other candidate in the same examination process. In the event of such appearance of the scribe, the candidature of both the candidates may be cancelled and the scribe may be debarred to appear as scribe for future CRP examinations.
- (23) **Candidates are advised to take note of "The Public Examinations (Prevention of Unfair Means) Act, 2024" and Rules framed therein.**
- (24) Following items will not be allowed inside the examination hall (Lab):-

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, Other items like Goggles, Handbags, Hair-pin, Hair-band, Belt, Cap, Any watch/Wrist Watch, Camera, devices with screen freeze or storage facilities etc., Any metallic item, Any eatable item opened or packed, water bottle (only transparent water bottle is allowed), Any other item which could be used for unfair means for hiding communication devices like camera, bluetooth devices etc. You are advised to avoid wearing ornaments like Ring, Earrings, Nose-pin, Chain/Necklace, Pendants, Badge, brooch etc.
- (25) At the time of examination (Preliminary/ Main/ Single), interview or in a subsequent selection procedure, if a candidate is (or has been) found engaged in:
 - (i) using unfair means or
 - (ii) impersonating or procuring impersonation by any person or
 - (iii) misbehaving in the examination/ interview 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 or
 - (v) obtaining support for his/ her candidature by unfair means, or

- (vi) carrying mobile phones or similar electronic devices of communication in the examination/ interview hall or devices with screen freeze or storage facility etc. or
- (vii) Obstructing the conduct of examination / instigating other candidates not to take the examination.
- (viii) Taking snapshots making video of examination / question paper related material, etc.
- (ix) furnishing any particulars that are false, tampered with or fabricated and suppress any material information while submitting online application form, shall be liable :
 - (a) to be subjected to criminal prosecution
 - (b) to be disqualified from the examination for which he/ she is a candidate
 - (c) to be debarred either permanently or for a specified period from any examination conducted by IBPS
 - (d) for termination of service, if he/ she has already joined the Participating Banks.

IBPS reserves the right to share the list of debarred candidates/scribe to other Recruiting agencies for their information.

- (26) Rough sheet(s) kept at each candidate desk will be used by candidate. You have to write your Roll Number, Registration Number, Name and date of examination on each of the rough sheet used by you.
- (27) **Candidate must submit the following documents before leaving Lab/Venue:**
 - **Call letters (Preliminary and Mains Examination)**
 - **Photocopy of photo ID proof**
 - **Rough Sheets**
 - **Scribe Declaration (if applicable)**

BIOMETRIC DATA CAPTURE

Photograph and Biometric data (Right thumb impression or otherwise) will be captured at the examination venue. The photo captured will be matched with the photo uploaded/ captured by the candidate in the application. You must NOT change your appearance from the photo uploaded by you.

With regards to the biometric data capture, 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 exam day.
- (b) If fingers are dirty or dusty, ensure to wash them and dry them before the finger print (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.

In such cases impression of other fingers, toes etc. may be captured.

Decision of the Biometric verification authority with regard to its status (matched or mismatched) shall be final and binding upon the candidates.

WISH YOU GOOD LUCK!