

# CRP RRB XI



## इंस्टीट्यूट ऑफ बैंकिंग पर्सोनेल सिलेक्शन

(भारतीय रिज़र्व 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

## INFORMATION HANDOUT

### ONLINE PRELIMINARY EXAMINATION FOR RECRUITMENT FOR THE POST OF OFFICE ASSISTANTS (MULTIPURPOSE) IN REGIONAL RURAL BANKS

## INTRODUCTION

This booklet contains details pertaining to various aspects of the Online Preliminary Examination you are going to take and important instructions about related matters. **The answers will be indicated 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 examination you should strictly ensure yourself that you fulfill the eligibility criteria stipulated in the advertisement 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.

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

Sr. No.	Name of the Test	Medium of Examination	Number of Questions	Maximum Marks	Duration
1.	Reasoning	*	40	40	Composite time of 45 minutes
2.	Numerical Ability		40	40	
<b>Total</b>			<b>80</b>	<b>80</b>	

\* List of Version of tests (Medium of examination)

Sr. No.	Name of State	Version of tests (Medium of examination)
1	Andhra Pradesh	English, Hindi and Telugu
2	Arunachal Pradesh	English and Hindi
3	Assam	English, Hindi and Assamese
4	Bihar	English and Hindi
5	Chhattisgarh	English and Hindi
6	Gujarat	English, Hindi and Gujarati
7	Haryana	English and Hindi
8	Himachal Pradesh	English and Hindi
9	Jammu & Kashmir	English, Hindi and Urdu
10	Jharkhand	English and Hindi
11	Karnataka	English, Hindi, Kannada and Konkani
12	Kerala	English, Hindi and Malayalam
13	Madhya Pradesh	English and Hindi
14	Maharashtra	English, Hindi, Marathi and Konkani
15	Manipur	English, Hindi and Manipuri
16	Meghalaya	English and Hindi
17	Mizoram	English and Hindi
18	Nagaland	English and Hindi
19	Odisha	English, Hindi and Odia
20	Puducherry	English, Hindi, Tamil, Telugu and Malayalam
21	Punjab	English, Hindi and Punjabi
22	Rajasthan	English and Hindi
23	Tamil Nadu	English, Hindi and Tamil
24	Telangana	English, Hindi, Telugu and Urdu
25	Tripura	English, Hindi and Bengali
26	Uttar Pradesh	English, Hindi and Urdu
27	Uttarakhand	English and Hindi
28	West Bengal	English, Hindi 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.

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

The time for the test is 45 minutes however you may have to be at the venue for approximately 110 minutes including the time required for entry, logging in, authentication/stamping, going through the instructions, exiting the lab etc. You can attempt any question at any point of time within the given duration. You are advised in your interest to apportion the time given judiciously and not to utilise too much time on a particular test(s) at the cost of some other test(s). 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, 1/4 of the marks assigned to that question will be deducted as penalty.**

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.

### **SAMPLE QUESTIONS**

#### **REASONING**

- 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.** The town of Paranda is located on Green lake. The town of Akram is West of Paranda. Tokhada is East of Akram but West of Paranda. Kakran is East of Bopri but West of Tokhada and Akram. If they are all in the same district, which town is the farthest West ?  
(1) Paranda      (2) Kakran      (3) Akram      (4) Tokhada      (5) Bopri
- Q.3.** 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.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.** Madhav ranks seventeenth in a class of thirty-one. What is his rank from the last ?  
(1) 13      (2) 14      (3) 15      (4) 16      (5) 17

#### **NUMERICAL ABILITY**

- Q.1.** 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
- Q.2.** 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.3-5. 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.3.**  $0.7 \times 0.5 = ?$   
(1) 35      (2) 0.35      (3) 0.0035      (4) 0.035      (5) Other than those given as options

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

**Q.5.**  $\frac{24}{65} \times \frac{13}{56} \times \frac{5}{7} = ?$   
 (1)  $\frac{3}{49}$             (2)  $\frac{15}{245}$             (3)  $\frac{3}{77}$             (4)  $\frac{15}{56}$             (5) Other than those given as options

**DETAILS OF THE ONLINE EXAMINATION PATTERN**

1. A **login screen** will be displayed to the candidate. The candidate has to log in using his/her User ID and Password which is provided on the Call Letter.
2. Total duration of examination is 45 minutes. [20 minutes compensatory time for every 60 minutes (1 hour) of the examination time for candidates with disability eligible for compensatory time.]
3. 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.
4. **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.**
5. 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.*

6. 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.
7. 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.
8. 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:**

9. 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 :

10. 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.*
11. 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.
12. Note that **ONLY** Questions for which answers are saved or marked for review after answering will be considered for evaluation.

### Navigating through sections:

13. 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.
14. 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.
15. You can shuffle between tests and questions anytime during the examination as per your convenience only during the time stipulated
16. Candidate can view the corresponding section summary as part of the legend that appears in every section above the question palette.

### Submitting the exam:

17. 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.
18. 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 date, time and venue address of the examination given in the call letter.
- (2) You may visit the venue one day before the 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. (Same photograph as was uploaded in the application form).  
**Please Note : 1 photograph has to be pasted on the call letter and 1 extra photograph has to be brought for examination.**
- (4) 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.
- (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.

- (6) Please bring the call letter with your photograph affixed thereon, a photocopy of photo identity proof stapled with it and same (currently valid) photo ID in original along with 1 additional photograph - THIS IS ESSENTIAL. Call letter of Preliminary Exam will not be collected at the examination venue. However, it will be duly authenticated/ stamped by the exam officials. Candidate will need to retain this call letter (along with authenticated/stamped copy of the ID proof) safely. Candidates who will be called for Main Exam will be required to bring this call letter along with Main Exam call letter & other requisite documents as per information provided in the "Information Handout" and Call letter of main examination. For candidates availing the services of a Scribe – Scribe declaration form will be collected after the preliminary examination.
- (7) Currently valid photo identity proof may be PAN Card/Passport/ Permanent Driving License/Voter's Card with photograph/Bank Passbook with photograph/Photo Identity proof issued by Gazetted Officer or People's Representative on official letterhead/Valid recent Identity Card issued by a recognised College or University/Aadhar Card/E-Aadhar Card with a photograph / Bar Council Identity card with photograph /Employee ID. **Please Note - Ration Card and Learner's Driving License will NOT be accepted as valid ID proof.** 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. 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.
- (8) Do not leave your seat unless you are allowed.
- (9) Travelling Allowance not admissible. No travelling allowance or other expenses in connection with the examination will be paid.
- (10) IBPS would be analyzing 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 and the result of such candidates (disqualified) will be withheld. No objection in this regard shall be entertained.
- (11) You should bring with you a ball-point pen, ink stamp pad and glue. 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 submit these sheets of paper by putting them in the designated drop box before leaving the venue. You must write your Registration Number and Roll No. on the rough sheets.
- (12) 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.
- (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 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 RRBs (CRP RRB XI) shall be final and binding.
- (15) The PWBD candidates, availing the services of a Scribe, are required to submit Scribe declaration form (Scribe Declaration Form can be downloaded from authorised IBPS website).

(16) 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 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 (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.

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. Any candidate who is found either copying or receiving or giving assistance will be disqualified.

(17) Candidates should not furnish any particulars that are false, tampered, fabricated and should not suppress any material information while submitting online application. At the time of examination or in a subsequent selection procedure, 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 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 hall – such a candidate may, in addition to rendering himself/ herself liable to criminal prosecution, be liable :

- to be disqualified from the examination for which he/ she is a candidate
- to be debarred either permanently or for a specified period from any examination conducted by IBPS

## **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. Late comers 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.
- 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 (Candidates should bring their own water bottle)**
  - d. **Personal hand sanitizer (50 ml)**
  - e. **A simple pen, ink stamp pad and glue**
  - f. **Exam related documents [Call Letter (with photograph pasted on it) and Photocopy of the photo ID card stapled with it, same ID Card in Original & 1 additional photograph.] The name on the ID and on the Call Letter should be exactly the same.**
  - g. **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 this 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 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.
- 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 ( $> 99.14^{\circ}$  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. Photo captured will be matched with the photo uploaded by you in the application. You must NOT change your appearance from the photo uploaded by you. (Photograph of Scribe will also be captured)**
  - b. **Photograph 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. After the end of examination candidates need to drop the rough sheets in the designated drop box as instructed at the venue.**
  - **Call letter of Preliminary Exam will not be collected at the examination venue. However, it will be duly authenticated/stamped by the exam officials. Candidate will need to retain the call letter (along with authenticated/ stamped copy of the ID proof) safely. Candidates who will be called for Main Exam will be required to bring this call letter along-with Main Exam call letter & other requisite documents as per information provided in the "Information Handout" and Call letter of main examination.**  
**For candidates availing the services of a Scribe – Scribe declaration form will be collected after the preliminary examination.**
  - **You need to bring one additional photograph (same as pasted by the candidate on call letter) with you to the examination centre. Candidates reporting without photograph (one pasted on the call letter and one additional photograph) 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).**
- 13 Post Examination Controls:
  - On completion of examination, 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**