



# RESERVE BANK OF INDIA SERVICES BOARD

## INFORMATION HANDOUT FOR ONLINE RECRUITMENT EXAM

### ASSISTANT MANAGER (PROTOCOL AND SECURITY)

#### 1. Scheme of examination:

This examination will consist of tests as under:

Sr. No.	Name of the Tests	No. of Questions	Max. Marks	Version	Duration
1.	Reasoning	50	50	Bilingual i.e. Hindi and English except test of English Language	35 Minutes
2.	English Language	50	25		35 Minutes
3.	General Awareness with special reference to Banking Industry	50	50		20 Minutes
4.	Professional Knowledge	50	75		30 Minutes
	<b>Total</b>	<b>200</b>	<b>200</b>		<b>120 Minutes</b>

- All the questions except test of English Language will be available in English and Hindi.
- The candidates who qualify in the online test in the order of merit as decided by the Board depending on the number of vacancies, will be interviewed for their final selection.

The candidates will have the option to choose questions in Hindi or in English except for the test of English Language. The option of language is to be chosen in the beginning of the test. However, as required, you will be able to switch/toggle between the two languages, after choosing the option for the language. Answers to the objective type Papers of examination are to be marked by mouse clicking the correct option and then 'Save and Next'.

The time for the examination is 2 hours; however, you may have to be at the venue for approximately 3 hours, including the time required for attendance marking, submission of admission letter with photocopy of the photo ID proof, logging in, etc.

All the questions will have multiple choices. Each test is separately timed. Candidates can attempt questions in a particular test during the time allotted for that test only. Out of the five answers to a question only one will be the correct answer. **You have to select the correct answer and 'mouse click' that alternative which you feel is correct. The alternative/ option that you have clicked on will be highlighted and will be treated as your answer to that question (after "Save and Next"). There will be penalty for wrong answers marked by you. For every wrong answer marked by you, 1/4<sup>th</sup> 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:

- 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.
- Test wise scores are reported with decimal points upto two digits.

2. **Sample Questions:** 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

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

**Q.1-3.** 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 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 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.1.** 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.2.** 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.3.** 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.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

### 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, synonyms, antonyms, sentence completion, comprehension of a passage etc.

**Q.1.** Read each sentence to find out whether there is any grammatical or idiomatic error in it. The error, if any, will be in one part of the sentence. The number of that part is the answer. If there is no error, the answer is 'No error'. (Ignore the errors of punctuation, if any).

Most of the third world / country are experiencing / the ethnic or communal problem/

- (1)    (2)    (3)  
in varying degrees.    No error.  
(4)    (5)

**Q.2.** Pick out from the words given below each sentence the word which would complete the sentence correctly and meaningfully.

Continuous unemployment has induced in the people a kind of \_\_\_\_\_ which is most depressing.

- (1) laziness    (2) encouragement    (3) satisfaction  
(4) anger    (5) awakening

**Q.3-5.** In the following passage there are blanks, each of which has been numbered. These numbers are printed below the passage and against each, five words are suggested, one of which fits the blank appropriately. Find out the appropriate word in each case.

The true source of rights is duty. If we all (3) our duties, rights will not be (4) to seek. If leaving duties unperformed we run (5) rights, they will escape us like an elusive person.

**Q.3.** (1) deny                      (2) devote                      (3) discharge                      (4) imagine                      (5) fulfill

**Q.4.** (1) far                      (2) close                      (3) easy                      (4) against                      (5) common

**Q.5.** (1) as                      (2) after                      (3) at                      (4) from                      (5) for

## GENERAL AWARENESS WITH SPECIAL REFERENCE TO BANKING INDUSTRY

This test is designed to measure your awareness about the past and present events.

- Q.1.** R. K. Laxman is famous for \_\_\_\_\_  
(1) Painting (2) Cartoons (3) Screenplay Writing  
(4) Film Direction (5) Other than those given as options
- Q.2.** "Kumbh-Mela" is held in our country after every \_\_\_\_\_  
(1) 6 years (2) 10 years (3) 12 years  
(4) 14 years (5) Other than those given as options
- Q.3.** Who among the following is the current Finance Minister of India ?  
(1) Shri Arun Jaitley (2) Shri Narendra Modi (3) Shri P. Chidambaram  
(4) Shri Amit Shah (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

## PROFESSIONAL KNOWLEDGE

Questions will be based on indicative areas as below :

1. Security - Basic Practices and Principles
2. Security Management: Components & Concepts,
3. Risk Assessment: Components & Concepts,
4. Security Hardware
5. Security Software
6. Training
7. Fire Safety - Prevention, Firefighting, Response & Management
8. CCTV - Basic General & Operational Knowledge
9. Manpower
10. Sniffers and K9
11. Executive Protection
12. Disaster Management and BCP
13. Information Security
14. IT Security
15. Organisational Relationship Management & targeted security management oriented Liaison
16. Administration

Detailed syllabus is available in the advertisement for the post on RBI website.


### 3. Details of Online Exam Pattern : Operational Instructions


- (1) A login screen will be displayed to the candidate. The candidate has to log in using Login ID and Password which will be printed on the Admission Letter.
- (2) The candidate's profile (name, roll no. etc.) will be displayed and the candidate has to confirm the same by clicking on the 'I Confirm' button if the profile is correct. Thereafter the instructions will be displayed on the screen. The candidate should ensure that the profile displayed on the screen is that of himself / herself. In case of any discrepancy, the same may be brought to the notice of the Test Administrator/Invigilator prior to the start of examination.
- (3) All the questions will have multiple choices. Out of the 5 answers to a question, only one will be the correct answer. The candidate has to select the correct answer and mouse click that alternative which he/she feels is correct. The alternatives/options that is clicked on will be treated as answer to that question. Answer to any


question will be considered for final evaluation only when a **candidate has submitted the answers by clicking on “Save and Next” or “Marked for Review and Next”**.

- (4) A candidate should read the instructions carefully and indicate that he/she has done so by ‘checking’ the box at the bottom of the screen, after which the ‘I am ready to begin’ button is activated.
- (5) After clicking on the ‘I am ready to begin’ button, the actual test time will begin.
- (6) Only one question will be displayed at a time.
- (7) The clock has been set at the server and the countdown timer at the top right corner of the screen will display the time remaining to complete the exam. When the clock runs out the exam ends by default-the candidate is not required to end or submit his exam.
- (8) 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.*

- (9) 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 and 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.
- (10) To select your answer to an Objective Question, click on one of the option buttons.
- (11) To change your answer to an Objective Question, click the other desired option button.
- (12) To save your answer, you MUST click on **Save & Next**.
- (13) To deselect a chosen answer to an Objective Question, click on the chosen option again or click on the **Clear Response** button.
- (14) 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.
- (15) To change an answer to an Objective Question, first select the question and then click on the new answer option followed by a click on the **Save & Next** button.
- (16) Questions that are saved or marked for review after answering will ONLY be considered for evaluation.
- (17) 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.
- (18) 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.
- (19) You can move the mouse cursor over the Section names to view the status of the questions for that Section.
- (20) The candidates are requested to follow the instructions of the Test Administrator carefully. If a 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 the RBISB.

- (21) 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.
- (22) After the expiry of time for examination 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.
- (23) You should bring with you a ball point pen. 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. You must necessarily return the sheet of paper provided for rough work to the test administrator before leaving the test premises.
- (24) 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 objective test once the exam starts as this will lock the Objective Test exam.

#### 4. About the Submission

- (1) Candidates are not permitted to submit their answers before the entire test time is over.
- (2) A candidate can only change his/her answer before submission.
- (3) After the expiry of the exam duration, candidates will not be able to attempt any question or check their answers. A candidate’s answers would be automatically saved by the computer system even if he has not clicked the ‘Submit’ button.

#### 5. General Instructions :

- (1) Please note your Roll Number, Password, date, time and venue address of the examination given in the Admission Letter.

The mere fact that an Admission Letter has been issued to you does not imply that your candidature has been finally cleared by the Board or that the entries made by you in your application for examination have been accepted by the Board as true and correct. It may be noted that the Board will take up the verification of eligible candidates, i.e. age, educational qualification and category (Scheduled Caste/Tribe/OBC/EWS), etc. with reference to original documents, only at the time of interview of candidates who qualify on the basis of result of the examination. You may, therefore, please note that if at any stage, it is found that you do not satisfy the eligibility criteria as given in the advertisement or the information furnished by you in the application is incorrect, your candidature is liable to be cancelled forthwith with such further action as the Board/RBI may like to take. You may please note that the admission letter does not constitute an offer of employment with RBI.

- (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 on the day of the examination.**
- (3) The Admission 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 uploaded).
- (4) Please also bring the currently valid photo identity proof **in original** and **a photocopy** of the same photo identity proof which you bring in original - **THIS IS ESSENTIAL**. **Candidates coming without these documents will not be allowed to take the test.** Please Admission 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 stipulated photo identity proof are PAN Card/Passport/Permanent Driving License/Voter’s Card with photograph/Bank Passbook with photograph/Photo Identity proof issued by a Gazetted Officer on official letterhead along with photograph/Photo Identity proof issued by a People’s Representative on official letterhead along with photograph/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 purpose. Staff candidates have to bring RBI Identity Card and its photocopy.** Please note that your name (provided by you during the process of registration) as appearing on the Admission Letter 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 Admission 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.

- (5) 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)

- (6) You must scrupulously follow the instructions of the Test Administrator and Board Representative at the examination venue. If you violate the instructions you will be disqualified and will be asked to leave the examination venue.
- (7) **No** use of calculators (separate or with watch), books, note books, written notes, pagers, cell phones (with or without camera facility) or any similar electronic communication devices, etc. will be allowed during the examination. Candidates are advised not to bring any of the banned items including pagers to the venue of the examination as safety arrangements cannot be assured. Candidates found resorting to any unfair means or malpractice or any misconduct while appearing for the examination including giving/ receiving help to/from any candidate during the examination will be disqualified. The candidates should be vigilant to ensure that no other candidate is able to copy from his/her answers. **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.**
- (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. The Board may take further action against such candidates as deemed fit by it.
- (9) You should bring with you a ball-point pen. 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 hand over this sheet(s) of paper at the end of exam by putting it in the designated drop-box.
- (10) A candidate who is or has been declared by the Board guilty of impersonation or of submitting fabricated document/s which have been tampered with or of making statements which are incorrect or false or of suppressing material information or otherwise resorting to any other irregular or improper means of obtaining admission to examination or of using or attempting to use unfair means in the examination hall or misbehavior in the examination hall may be debarred permanently or for a specified period -
- (i) By the Board from admission to any examination or appearance at any interview held by the Board for selection of the candidates, and
  - (ii) By the Bank from employment under it, and
  - (iii) If already in the service of the Bank, be liable to disciplinary action under the appropriate rules.
- (11) The possibility for occurrences of some problem in the administration of the examination cannot be ruled out completely, which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include movement of candidates, delay in test. Conduct of re-exam is at the absolute discretion of RBI Services Board or test conducting body. Candidates will not have any claims 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) Please note that a candidate is allowed to appear only once in the online examination. Multiple appearance in online examination will result in cancellation of candidature. In case more than one admission letter has been generated, candidates must appear only once. All other admission letters are to be surrendered.
- (14) 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.
- (15) Candidates, other than staff candidates of RBI, should bear their own traveling and other expenses. Staff candidates of RBI may approach their respective offices for instructions in this regard. The Board does not make arrangements for boarding/ lodging of candidates.

## **IMPORTANT POINTS TO REMEMBER**

You are advised to bring with you the following:

- (i) Admission Letter with photo affixed thereon and photo ID card in **Original** and photocopy. **Staff candidates have to bring RBI Identity Card and its photocopy.**
- (ii) One ball point pen and a stamp pad with you.

## **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 Admission 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 at least 15 minutes before the Reporting time indicated on the Admission 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 following items with them into the venue.**
  - a. Mask (WEARING A MASK is COMPULSORY)
  - b. Personal transparent water bottle (Candidate should bring his / her own water bottle)
  - c. Personal hand sanitizer (50 ml)
  - d. A simple pen and a stamp pad.
  - e. Exam related documents (Admission Letter and Photocopy of the ID card stapled with it, ID Card in Original.)
  - f. Admission 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 Admission Letter should be exactly the same.

**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 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. (If candidate is availing services of a Scribe, then Scribe should also follow the same instructions.)
- 8 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.

- 9 **All candidates (and Scribe, if applicable) will be checked with Thermo guns at the entry point for temperature.**
- 10 Candidate registration :
- a. **Candidate registration will be done through photo capture and IRIS Scan. Photo captured will be matched with the photo uploaded by you in the application (as printed in the Admission letter). You must NOT change your appearance from the photo uploaded by you.**
  - b. **Photograph and IRIS Scan will be taken while candidate is standing.**
  - c. **Seat number will be given to the candidate.**
- 11 Rough sheet, admission 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 admission 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 Admission Letter and ID proof copy**
  - **Candidate must drop the rough sheets, admission 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.**
- 12 Post Examination Controls
- **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**