



## RESERVE BANK OF INDIA SERVICES BOARD

### INFORMATION HANDOUT FOR ONLINE RECRUITMENT EXAM

#### MANAGER (TECHNICAL – CIVIL)

#### 1. Scheme of examination:

This examination will consist of tests as under:

Session	Type of paper	No. of Questions	Duration	Marks	Version
<b>Morning</b>	<b>Paper-II Descriptive Type Test</b> Standard of Paper will be that of B.E. degree	8* Section I (3 Questions with sub questions) Section II (3 Questions with sub questions) Section III (2 Questions with sub questions)	<b>3 hrs</b>	100	Hindi and English
<b>Afternoon</b>	<b>Paper-I Objective Type Test</b> Test of Professional knowledge/ Job knowledge.	50 (2 marks each)	<b>1 hr</b>	100	
<b>Total</b>				<b>200</b>	

\* Candidates have to answer any two questions from Section I, any two questions from Section II and any one question from Section III. All questions carry equal marks.

\* In case of additional answers only first two answers in Section I & II and only first answer in Section III will be evaluated.

- (i) In Paper-I, there will be five options given for each question. There will be negative marking for every wrong answer (1/4th of the marks assigned to that question will be deducted as penalty).
- (ii) Paper-I of only such candidates, who appear in both the papers, would be assessed. Paper-II of only such candidates, who score sufficiently high marks in Paper-I, as decided by the Services Board, would be assessed.
- (iii) For Paper II - Descriptive Type (Computer/ Paper based): - Questions will be displayed on the computer screen. Answers will be written on separate answer paper provided for this purpose.
- (iv) Please note that there will be a break between Paper I and Paper II. Candidates will have to login separately for both. Separate Admission Letters will be issued for both the papers.
- (v) Question papers for both the papers will be set in Hindi and in English. Answers may be written either in Hindi or English. Candidates may opt for interview in Hindi or English.
- (vi) The number of candidates to be called for interview will be decided by the Board.
- (vii) Final selection will be on the basis of performance in the Online Examination and interview taken together.
- (viii) For Paper-I, candidates will have the option to choose questions in Hindi or in English. 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'.
- (ix) In Paper-I Objective Type Papers all the questions will have multiple choices. Candidates can attempt questions in Paper I 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").** 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.

### Paper-I Objective Type Test

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

### Paper-II Descriptive Type Test

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

## 2. 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) Paper I & Paper II will be available in both English and Hindi Languages. For Paper II, answers may be written either in Hindi or English.
- (3) 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.
- (4) All the questions in Paper I 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"**.
- (5) 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.
- (6) After clicking on the 'I am ready to begin' button, the actual test time will begin.
- (7) Only one question will be displayed at a time.
- (8) 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.
- (9) 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.*

- (10) 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.
- (11) To select your answer to an Objective Question, click on one of the option buttons.
  - (12) To change your answer to an Objective Question, click the other desired option button.
  - (13) To save your answer, you **MUST** click on **Save & Next**.
  - (14) To deselect a chosen answer to an Objective Question, click on the chosen option again or click on the **Clear Response** button.
  - (15) 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.
  - (16) 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.
  - (17) Questions that are saved or marked for review after answering will **ONLY** be considered for evaluation.
  - (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 (objective and descriptive), 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 must bring with you a ball point pen. You may bring your own ink stamp pad (blue/black ink). 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 invigilator 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 (objective and descriptive).
    - 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.

### **3. 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.

### **4. General Instructions :**

- (1) Please note your Roll Number, Password, Date, Reporting 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/PWBD/EWS), etc. with reference to original documents, only at the time of interview of candidates who qualify on the basis of result of the online 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 hand over the Admission letter along with photocopy of photo identity proof duly stapled together to the invigilator at the end of exam. 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) Biometric data (thumb impression) and photograph will be captured at the examination venue before the start of examination. 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).
- (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 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. Use of non-programmable electronic calculator is allowed. Such calculator will be made available online on the screen.
- (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 must bring with you a ball-point pen. You can bring your own ink stamp (blue/black ink) pad. A sheet of

paper will be provided which can be used for rough work or taking down the question number you would like to review at the end of the test before submitting your answers. After the test is over you **MUST** handover this sheet of paper, Admission Letter along with photocopy of photo identity proof to the invigilator.

- (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) **Note for Person with Benchmark Disability (PWBD):**
- (i) **The additional/compensatory time of twenty (20) minutes** for every hour of examination may be allowed to only those candidates with disabilities who have physical limitation to write/type including that of speed. However, the additional/compensatory time of twenty (20) minutes for every hour of examination will be allowed to all the Visually Impaired candidates, regardless of whether they opt for scribe or self writing or with the help of assistive devices like magnifier.
  - (ii) The PWBD candidates, who want to use facility of scribe, **MUST** download and carefully **READ** the instructions meant for them, which can also be downloaded from RBI website.
  - (iii) These candidates are also required to submit a Joint Undertaking/Declaration form that can be downloaded from RBI website.
  - (iv) All Visually Impaired candidates, **will** be allowed to use the facility of on screen magnifier.
  - (v) Any candidate who is using scribe should ensure that he/she is eligible to use scribe in the examination as per the above guidelines. Any candidate using scribe in violation of the above guidelines shall stand disqualified and can be removed from service without notice, if he/she has already joined the Bank.
  - (vi) During the exam, at any stage, if it is found that scribe is independently answering the questions, 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.
- (12) **Note for persons with specified disabilities covered under the definition of Section 2(s) of the RPwD Act, 2016 but not covered under the definition of Section 2(r) of the said Act, i.e. persons having less than 40% disability and having difficulty in writing:**
- The compensatory time of twenty (20) minutes for every hour of examination may be allowed to those candidates with specified disabilities covered under the definition of Section 2(s) of the RPwD Act, 2016 but not covered under the definition of Section 2(r) of the said Act, i.e. persons having less than 40% disability and having difficulty in writing and who are eligible for getting scribe.
  - Such Candidates who want to use facility of scribe, **MUST** download and carefully **READ** the instructions meant for them, which can also be downloaded from RBI website
  - These candidates are also required to submit the details of the own scribe as per proforma at Appendix-IV which is given under the detailed notice of the advertisement for the captioned recruitment, available at Bank's website [www.rbi.org.in](http://www.rbi.org.in).
- (13) 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.
- (14) 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.

- (15) Please note that a candidate is allowed to appear only once for one post/paper 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.
- (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 unauthorized possession of test content is likely to be prosecuted.
- (16) 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.
- (17) Candidates should note and follow scrupulously all the instructions/ guidelines mentioned in the detailed advertisements, information hand-outs, Admission letters during Online examinations and instructions given by the invigilators from time to time. Violations of any the instructions/guidelines will invite penalties.
- (18) 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 (as printed in the Admission letter). You must NOT change your appearance from the photo uploaded by you.
  - b. Photograph will be taken while candidate is standing.
  - c. Seat number will be given to the candidate.
- (19) Rough sheet, admission letter and ID proof management
- Rough sheet(s) kept at each candidate desk will be used by candidate, if required.
  - Those candidates who avail the services of Scribe should submit Scribe form / Letter of Undertaking along with the admission letter and ID proof copy.
  - Candidate must handover the rough sheets, admission letter, ID proof copy to the invigilator before leaving the venue.
- (20) Please read instructions related to Social Distancing given on the next page.

## **5. 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.

## **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 Admission Letter. Latecomers will not be allowed to take the test. 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**

- b. **Personal hand sanitizer (50 ml)**
  - c. **A simple pen and ink stamp pad (blue/black)**
  - d. **Exam related documents (Admission Letter & Photocopy of the ID card stapled with it, ID Card in Original)**
  - e. **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.**
  - f. **In the case of Scribe Candidates - Scribe form / Letter of Undertaking 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 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. 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 (as printed in the Admission letter). You must not change your appearance from the photo uploaded by you.
    - b. Photograph will be taken while candidate is standing.
    - c. Seat number will be given to the candidate.
  - 9. Rough sheet, admission letter and ID proof management
    - a. Rough sheet(s) kept at each candidate desk may be used by the candidate, if required
    - b. Those candidates who avail the services of Scribe should submit Scribe form / Letter of Undertaking along with the admission letter and ID proof copy.
    - c. Candidate must handover the rough sheets, Admission Letter along with photocopy of photo identity proof to the Invigilator before leaving the venue.

**WISH YOU GOOD LUCK!**