



भारतीय रिज़र्व बैंक सर्विसेज़ बोर्ड  
RESERVE BANK OF INDIA SERVICES BOARD

INFORMATION HANDOUT FOR ONLINE RECRUITMENT EXAMINATION

**ASSISTANT MANAGER (PROTOCOL & SECURITY) IN GRADE 'A'**

**1. Scheme of Examination**

This examination will consist of tests to be held in one shift as under:

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

Selection will be through Online Examination and Interview. The candidates who qualify in the Online Examination, in the order of merit, as decided by the Board depending on the number of vacancies will be interviewed for their final selection.

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. Question papers (except English language test) will be set bilingually in Hindi and English. Candidates can answer examination in Hindi or English (as applicable) at their option. Candidates can opt for interview in Hindi or English.

**The candidates have to select the correct answer and 'mouse click' that alternative which they feel is correct. The alternative/ option that the candidates have clicked on will be highlighted and will be treated as their answer to that question (after "Save and Next"). There will be penalty for wrong answers marked by the candidate. For every wrong answer marked by the candidate, 1/4<sup>th</sup> of the marks assigned to that question will be deducted as penalty.**

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

- Number of questions answered correctly by a candidate in each objective examination is considered for arriving at the Corrected Score.
- Examination-wise scores are reported with decimal points upto two digits.

**2. Operational Instructions for the Online Examination:**

- 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 Admit Card.
- Test of English Language will be made available only in English. Test of Reasoning, General Awareness and Test of Professional Knowledge will be made available in English and Hindi.

- (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 Centre Co-ordinator / Venue-in-Charge/ Venue Officer prior to the start of examination.
- (4) 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"**.
- (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 the answer to an Objective Question, click on one of the option buttons.
- (12) To change the answer to an Objective Question, click the other desired option button.
- (13) To save the answer, the candidate 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) 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 the candidate are currently viewing is highlighted.

- (19) After clicking the **Save & Next** button on the last question for a Section, the candidate will automatically be taken to the first question of the next Section.
- (20) The candidate can move the mouse cursor over the section names to view the status of the questions for that Section.
- (21) The candidates are requested to follow the instructions of the Centre Co-ordinator / Venue-in-Charge/ Venue Officer 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 Board.
- (22) The candidates may ask the Centre Co-ordinator / Venue-in-Charge/ Venue Officer about their doubts or questions only before the commencement of the examination. No query shall be entertained after the commencement of the examination.
- (23) After the expiry of time for examination (objective), the candidates will not be able to attempt any question or check their answers. On completion of the examination time, answers of the candidates would be saved automatically by the computer system.
- (24) A rough sheet will be provided which can be used for rough work or taking down the question number which the candidate would like to review at the end of the examination before submitting the answers. The candidate must necessarily return the rough sheet provided for rough work to the Centre Co-ordinator / Venue-in-Charge/ Venue Officer before leaving the examination hall/room.
- (25) 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 examination once the examination starts as this will lock the Objective examination.

### 3. About the Submission

- (1) Candidates are not permitted to submit their answers before the entire examination time is over.
- (2) A candidate can only change his/her answer before submission.
- (3) After the expiry of the examination 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’ buttons.

### 4. General Instructions

- (1) Please note the Roll Number, Password, Date, Time and Venue Address of the examination given in the Admit Card.

The mere fact that an Admit Card has been issued to a candidate does not imply that the candidature has been finally cleared by the Board or that the entries made by candidate in the 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/Scheduled Tribe/OBC/PwBD/EWS), etc. with reference to the original documents, only at the time of interview of candidates who qualify on the basis of the result of the Online examination. The candidate may, therefore, please note that if at any stage, it is found that the candidate does not satisfy the eligibility criteria as given in the advertisement or the information furnished by them in the application is incorrect, the candidature is liable to be cancelled forthwith with such further action as the Board/RBI may deem fit. The candidate may please note that the Admit Card does not constitute an offer of employment with RBI.

- (2) **The candidate may visit the venue one day before the online examination to confirm the location so that they are able to report on time on the day of the examination.**
- (3) The Admit Card should be brought to the examination venue along with the recent passport size photograph duly pasted on it. (Preferably the same photograph as was uploaded).
- (4) Please also bring the currently valid photo identity document **in original** and **a photocopy** of the same photo identity document which the candidate brings in original - **THIS IS ESSENTIAL**. **Candidates coming without these documents will not be allowed to take the examination.** Admit Card along with photocopy of photo identity document duly stapled together are to be handed over to the Centre Co-ordinator / Venue-in-Charge/ Venue Officer at the end of examination. Currently valid stipulated photo identity documents are PAN Card/Passport/Permanent Driving License/Voter’s Card/Bank Passbook with photograph/Photo Identity document issued by a Gazetted Officer on official letterhead along with photograph/Photo Identity document 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 Photo Identity document for this purpose. Staff candidates have to bring RBI Identity Card and its photocopy.**

Please note that candidate's name (provided by the candidate during the process of registration) as appearing on the Admit Card should exactly match the name as appearing on the photo identity document. 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 Admit Card and Photo Identity document, candidate will not be allowed to appear in the examination.** 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 examination centre.
- (6) The candidate must scrupulously follow the instructions of the Centre Co-ordinator / Venue-in-Charge/ Venue Officer and Board's representative at the examination venue. If any candidate violates the instructions, such candidate will be disqualified and will be asked to leave the examination venue.
- (7) Use of calculators (separate or with watch), books, notebooks, written notes, pagers, cell phones (with or without camera facility) or any similar electronic communication devices, etc. will not be allowed during the examination. Candidates are advised **NOT** to bring any of the prohibited items including pagers to the venue of the examination as safekeeping 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.
- (8) The candidate's 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, the 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 under the extant law/s.
- (9) The candidate must bring a ball-point pen with of same colour ink for writing answer for rough work. A sheet of paper will be provided which can be used for rough work or taking down the question number candidate would like to for review at the end of the examination before submitting the answers. After the examination is over the candidate **MUST** hand over this sheet(s) of paper to the Centre Co-ordinator / Venue-in-Charge/ Venue Officer.
- (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 Persons with Benchmark Disability (PwBD)**
- (i) **The 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 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) On the day of the examination, these candidates are also required to submit a copy of Medical Certificate regarding physical limitations to write and Letter of Undertaking form as per proforma at Appendix-VIII and Appendix IX which is given under the detailed notice of the advertisement for the captioned recruitment, available on the Bank's website.
  - (iv) All Visually Impaired (VI) 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 examination, 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 Centre Co-ordinator / Venue-in-Charge/ Venue Officer 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:**
- (i) 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.
  - (ii) 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
  - (iii) On the day of the examination, these candidates are also required to submit the details of the own scribe as per proforma at Appendix-IV and a copy of Medical Certificate as per proforma at Appendix-III which is given under the detailed notice of the advertisement for the captioned recruitment, available on the Bank's website.
- (13) The possibility for occurrences of some problem in the administration of the examination cannot be ruled out completely, which may impact examination 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 examination. Conduct of re-exam is at the absolute discretion of RBI Services Board or examination conducting body. Candidates will not have any claims for a re-examination. 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 appearances in the online examination will result in cancellation of candidature. In case more than one Admit Card has been generated, candidates must appear only once. All other Admit Cards are to be surrendered.
- (16) Anyone found to be disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of examination 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 examination content is likely to be prosecuted.
- (17) 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.
- (18) Candidates should note and follow scrupulously all the instructions/ guidelines mentioned in the detailed advertisements, information hand-outs, Admit Cards during Online examinations and instructions given by the Centre Co-ordinator / Venue-in-Charge/ Venue Officer from time to time. Violations of any the instructions/guidelines will invite penalties.
- (19) Candidate Registration:
- a) Candidate registration will be done through Photo Capture. Photo captured will be matched with the photos uploaded by the candidate in the application (as printed in the Admit Card). The candidate must NOT change their appearance from the photo uploaded and live captured by them.
  - b) Photo will be taken while candidate is standing.
  - c) Seat number will be given to the candidate.

(20) Rough Sheet, Admit Card and ID proof management

- Rough sheet(s) kept at each candidate desk will be used by the candidate.
- Those candidates who avail the services of Scribe should submit a copy of Medical Certificate and Letter of Undertaking along with the Admit Card and ID proof copy.
- Candidate must handover the Rough Sheets, Admit Card along with photocopy of photo identity document to the Centre Co-ordinator / Venue-in-Charge/ Venue Officer before leaving the venue.

(21) Candidates are advised to take note of “The Public Examinations (Prevention of Unfair Means) Act, 2024”.

**WISH YOU GOOD LUCK!**