

**ONLINE EXAMINATION - RECRUITMENT OF
SENIOR CUSTOMER SERVICE EXECUTIVE**

INFORMATION HANDOUT

This handout contains details pertaining to various aspects of the online exam you are going to undertake and important instructions about related matters. You are advised to study the handout carefully as it will help you in preparing for the examination.

The online examination will comprise the following objective type test as stated below:

Structure of the test

Sr. No.	Section	Number of Questions	Maximum Marks	Duration	Version
1	General Awareness	25	25	15 Minutes	English
2	English Language	30	30	20 Minutes	
3	Reasoning & Computer aptitude	30	30	25 Minutes	
4	Quantitative Ability	25	25	25 Minutes	
5	General Banking	40	40	35 Minutes	
	TOTAL	150	150	120 Minutes	

The total time for the test is 120 minutes; however you may have to be at the venue for approximately 180 minutes including the time required for logging in, collection of the call letters, going through the instructions etc. All questions will be provided in English only. The tests are separately timed. Candidates can attempt any question during the time allotted to the test only. 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, 1/4th 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 the objective test is considered for arriving at the Corrected Score.
- The Corrected Scores so obtained by a candidate are made equivalent to take care of the minor difference in difficulty level, if any, in each of the objective tests held in different sessions to arrive at the Equated Scores*

*Scores obtained by candidates on test are equated to the base form by considering the distribution of scores of all the forms.

- Test scores on total is reported with decimal points upto two digits.

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

GENERAL AWARENESS

- Q.1.** To combat the menace of money laundering, which of the following financial institutions has introduced the 'Know Your Customer' Scheme ?
(1) IDBI (2) RBI (3) NABARD (4) SIDBI (5) Other than those given as options
- Q.2.** OSCAR awards are given for best performance in which of the following field ?
(1) Films (2) Literature (3) Sports (4) Science (5) Social Service
- Q.3.** Which of the following stands for I in RBI ?
(1) India (2) International (3) Insurance (4) Income (5) Institute
- Q.4.** 'Mandi House' is _____
(1) Prime Ministers' Residence
(2) a prize winning film directed by Shyam Benegal
(3) the office of the Director General of Doordarshan
(4) the head office of the Ministry of Commerce
(5) the place where the Central Production Centre of Doordarshan is located.
- Q.5.** Vishwanathan Anand is associated with which of the following games ?
(1) Badminton (2) Golf (3) Chess (4) Billiards (5) Basket Ball
- Q.6.** The famous Gomateshwar idol is in which of the following States ?
(1) Maharashtra (2) Madhya Pradesh (3) Uttar Pradesh (4) Orissa (5) Karnataka
- Q.7.** The famous Ayodhya temple is located on the bank of the river _____
(1) Ganga (2) Godavari (3) Sarayu (4) Ban Ganga (5) Narmada
- Q.8.** 'Dashdwar se Sopan Tak' is written by _____
(1) Mohan Rakesh (2) Harivansharai Bachchan (3) Jagdish Chandra Mathur
(4) Dharmaveer Bharati (5) None of these
- Q.9.** 'OSCAR AWARDS' are given for best performance in which of the following fields ?
(1) Literature (2) Science & Technology (3) Motion picture
(4) Sports (5) Social Service
- Q.10.** The Unit for measuring intensity of 'Noise' is called _____
(1) Knot (2) Calorie (3) Ohm (4) Joule (5) Decibel

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, sentence completion, synonyms, antonyms, comprehension of a passage, etc. Study and answer the sample questions given below:

Directions: Pick out the most appropriate word from amongst the words given below each sentence to complete it meaningfully.

- Q.1.** He quickly glanced the book to find what it said about the Indian economy.
(1) at (2) through (3) in (4) to (5) over
- Q.2.** The counsel urged the court to down the obnoxious law.
(1) enact (2) enforce (3) cancel (4) strike (5) declare
- Q.3.** The local official the Minister of the situation.
(1) explained (2) warned (3) apprised (4) told (5) intimated

Directions: Read each sentence to find out whether there is any grammatical error in it. The error, if any, will be in one part of the sentence. The number of that part of the sentence is your answer. If there is no error, the answer is (5).

Q.4. I am twenty / two years old / when I first / joined the bank. No error
 (1) (2) (3) (4) (5)

Q.5. To the Hindus / the Ganga is / holier than / any other river. No error
 (1) (2) (3) (4) (5)

Q.6. Of all the teachers / in our school / our class teacher / were very strict. No error
 (1) (2) (3) (4) (5)

Directions: In each of the following questions, select from amongst the five alternatives, the word nearest in meaning to the word given in capitals.

Q.7. LETHAL
 (1) light (2) dangerous (3) deadly (4) cruel (5) thoughtless

Q.8. CENTENARY
 (1) a guard (2) a hundred years (3) a very old man
 (4) hundred runs (5) hundredth anniversary

Q.9. TRIUMPH
 (1) conquer (2) smash (3) earn (4) brave (5) capture

Directions: In each of the following questions, select from amongst the five alternatives, the word most opposite in meaning of the word given in capitals.

Q.10. LIVELY
 (1) simple (2) weak (3) dull (4) angry (5) moron

Q.11. INADVERTENT
 (1) adequate (2) available (3) sluggish (4) negligent (5) intentional

Q.12. INEPT
 (1) accurate (2) skilful (3) sensible (4) artistic (5) apt

REASONING & COMPUTER APTITUDE

Directions : In each of the following questions, there are five letter groups or words in each question. Four of these letter groups or words are alike in some way, while one is different. Find the one which is different.

Q.1. (1) BC (2) MN (3) PQ (4) XZ (5) ST

Q.2. (1) Mango (2) Apple (3) Orange (4) Guava (5) Rose

Directions : In each of the following questions, there is a question mark in which only one of the five alternatives given under the question satisfies the same relationship as is found between the two terms to the left of the sign :: given in the question. Find the correct answer.

Q.3. Day : Night :: Kind : ?
 (1) Dark (2) Bright (3) Cruel (4) Generous (5) Gratitude

Q.4. Hut : Mansion :: Rabbit : ?
 (1) Hole (2) Carrot (3) Elephant (4) Small (5) Rat

Q.5. If 'A " B' means 'add B to A', 'A ' B' means 'subtract B from A', 'A # B' means 'divide A by B' and 'A ⊗ B' means 'multiply A by B'; which of the following gives the average sales of two days where S₁ and S₂ are the sales of the first and the second day respectively ?
 (1) (S₁ ' S₂) # 2 (2) 2 # (S₁ " S₂) (3) (S₁ " S₂ # 2)
 (4) (S₁ ⊗ S₂) # (S₁ " S₂) (5) Other than those given as options

Q.6. In each question below are given two statements followed by two conclusions numbered I and II. You have to take the two given statements to be true even if they seem to be at variance from commonly known facts, consider the two conclusions; together and then decide which of the given conclusions logically follows from the two given statements, disregarding commonly known facts.

Statements : I. All machines are windows. All windows are clouds.

Conclusions : I. All machines are clouds.

II. All clouds are machines.

(1) None follows

(2) Only I follows

(3) Both I & II follow

(4) Only II follows

(5) Either I or II follows

Q.7-8. In the following questions a group of numbers and symbols is to be coded by the letter code as per the given scheme and conditions, you have to find out the serial number of the letter code group which correctly represents the number symbol combination. The serial number of that letter code group is your answer. If none of the letter code groups is correct then mark (5) i.e. Other than those given as options.

Number/Symbol : 2 \$ @ 7 6 # 8

Letter Code : Q B H L F M T

Condition :

1. If the first as well as the last element is a symbol both are to be coded as 'A'.

2. If the first element is even digit and last element is a symbol their codes are to be inter changed.

Q.7. 67@2#

(1) FLHQM

(2) MLHQF

(3) MLQHE

(4) FLQHM

(5) Other than those given as options

Q.8. \$687#

(1) AFTLA

(2) AFTLM

(3) BFTLA

(4) BFTLM

(5) Other than those given as options

QUANTITATIVE APTITUDE

This test is designed to measure how fast and accurate you are in dealing with numbers, viz. computation, quantitative reasoning, interpretation of tables and graphs etc.

Q.1-3. Study the following table carefully and answer the questions given below _____

Distribution of 1000 candidates as regards their marks in written examination out of 300 and interview out of 100 in a selection examination

Written Examination Marks	INTERVIEW MARKS					
	Below 30	30-39	40-49	50-59	60-69	70 & above
260 & above	8	18	26	18	26	4
210 to 259	5	4	30	22	10	9
160 to 209	16	10	45	56	18	9
110 to 159	28	42	100	190	15	5
60 to 109	35	115	20	8	7	5
Below 60	32	32	20	4	6	2

Q.1. How many candidates did obtain more than 69 percent marks and above in both written examination and interview ?

(1) 22

(2) 49

(3) 13

(4) 9

(5) Other than those given as options

Q.2. If approximately 325 candidates were to be qualified in the written examination, what should be the percentage of the qualifying marks ?

(1) above 20

(2) above 70

(3) above 36

(4) above 63

(5) Other than those given as options

Q.3. About 42 percent of the candidates fall in which of the following ranges of the interview marks ?

(1) 110-159

(2) 110 & below

(3) 50 to 70

(4) 50 & above

(5) Other than those given as options

Q.4. 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.5.** 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.6.** If 3 workers collect 48 Kg. Cotton in 4 days, how many kg. Cotton will 9 workers collect in 2 days ?
(1) 216 (2) 32 (3) 108 (4) 72 (5) None of these

GENERAL BANKING

- Q.1.** To combat the menace of money laundering, which of the following financial institutions has introduced the 'Know Your Customer' Scheme ?
(1) IDBI (2) RBI (3) NABARD (4) SIDBI (5) Other than those given as options
- Q.2.** Monetary policy is concerned with _____
(1) the changes in the supply of money (2) buying and selling of financial instruments
(3) reducing unemployment (4) All (1), (2) & (3)
(5) Other than those given as options
- Q.3.** Who would be entitled for payment, when an order cheque is endorsed in blank ?
(1) Endorser only (2) Collecting Banker (3) Drawer only
(4) Bearer (5) Such a cheque will be returned unpaid
- Q.4.** When a bill of exchange falls due on a Public Holiday, it would be paid on _____
(1) Next preceding business day
(2) Next succeeding business day
(3) A day agreed to by the collecting bank
(4) A day at the discretion of the drawer
(5) The last working day of the month
- Q.5.** Currency Chest is the property of _____
(1) Our Bank (2) State Bank of India (3) Government of India
(4) Reserve Bank of India (5) Other than those given as options
- Q.6.** Which of the following is not a 'Negotiable Instrument' ?
(1) Bill of Exchange (2) Promissory Note (3) Cheque
(4) Fixed Deposit Receipt (5) Other than those given as options

(A) Details of the On-line Examination Pattern:

- (1) The examination would be conducted Online i.e. on a computer.
- (2) All questions will be provided in English.
- (3) All the questions will have multiple choices. Out of the five answers to a question only one will be the correct answer. **The candidate has to select the most appropriate answer and 'mouse click' that alternative which he/ she feels is appropriate/ correct. The alternative/ option that is clicked on will be treated as the answer to that question. Answer to any question will be considered for final evaluation, only when candidates have submitted the answers by clicking on "Save & Next" or "Mark for Review & Next".**
- (4) The clock has been set at the server and the countdown timer at the top right corner of your screen will display the time remaining for you to complete the exam. When the clock runs out the exam ends by default - you are not required to end or submit your exam.
- (5) The question palette at the right of screen shows one of the following statuses of each of the questions numbered:

- 1 You have not visited the question yet.
- 2 You have not answered the question.
- 3 You have answered the question.
- 4 You have NOT answered the question, but have marked the question for review.
- 5 The question(s) "Answered and Marked for Review" will be considered for evaluation.

The Marked for Review status simply acts as a reminder that you have set to look at the question again. *If an answer is selected for a question that is Marked for Review, the answer will be considered in the final evaluation.*

- (6) 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 & 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.
- (7) To select your answer, click on one of the option buttons.
- (8) To change your answer, click another desired option button.
- (9) To save your answer, you MUST click on **Save & Next**.
- (10) To deselect a chosen answer, click on the chosen option again or click on the **Clear Response** button.
- (11) 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.*
- (12) To change an answer to a question, first select the question and then click on the new answer option followed by a click on the **Save & Next** button.
- (13) ONLY Questions that are saved or marked for review after answering will be considered for evaluation.**
- (14) Sections will be displayed on the top bar of the screen. Questions in a section can be viewed by clicking on the section name. The section you will view will be highlighted.
- (15) 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.
- (16) You can move the mouse cursor over the section names to view the status of the questions for that section.
- (17) You can shuffle between the questions in a particular test during the time allotted to that test only.
- (18) The tests are separately timed.
- (19) The candidates are requested to follow the instructions of the "Test Administrator" carefully. If any 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 TMB.
- (20) 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.
- (21) After the expiry of test duration, the candidates will not be able to attempt any question or check their answers.
- (22) Please note :**
 - (a) **Candidates will not be allowed to "finally submit" unless they have exhausted the actual test time.**
 - (b) **Under no circumstances should a candidate click on any of the 'keyboard keys' once the exam starts as this will lock the exam.**

[B] General Instructions:

- (1) Please note date, Reporting time and venue address of the examination given in the call letter.
- (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** (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. (Preferably the same photograph as was as uploaded).

- (4) You must scrupulously follow the instructions of the Test Administrator and TMB 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) 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).
- (7) Please bring the call letter with your photograph affixed thereon, currently valid Photo identity proof in original and a photocopy of the same ID proof which you bring in original - **THIS IS ESSENTIAL. The call-letter along with photocopy of photo identity proof duly stapled together are to be submitted at the end of exam to the invigilator.** Currently valid photo identity proof may be PAN Card/Passport/Driving License/Voter's Card with photograph/ Bank Passbook with photograph/Photo Identity proof issued by a Gazetted Officer on official letterhead /Photo Identity proof issued by a People's Representative on official letterhead/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 exam.** 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. Female candidates who have changed first/last/middle name post marriage must take special note of this. If there is any mismatch between the name indicated in the Call Letter and Photo Identity Proof you will not be allowed to appear for the exam. In case of candidates who have changed their name will be allowed only if they produce Gazette notification/their marriage certificate/affidavit.
- (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. TMB 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** handover this sheet of paper along with the Call Letter and photocopy of photo identity proof to the invigilator.
- (10) 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 problems, which may include movement of candidates, delay in test. The conduct of a re-exam is at the absolute discretion of the test conducting body. Candidates will not have any claim 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.
- (11) 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.
- (12) 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 recruitment process of the TMB 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.
- (13) Candidates are advised to take note of "The Public Examinations (Prevention of Unfair Means) Act, 2024".

WISH YOU GOOD LUCK!