ON-LINE MAIN EXAMINATION - RECRUITMENT OF ASSISTANT ADMINISTRATIVE OFFICERS (GENERALIST) PHASE - II

(PHASE-II)

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 on-line examination will comprise of the following descriptive and objective type multiple choice tests as stated below :

Section	Name of the Test	No. of Questions	Maximum Marks	Medium of Exam	Minimum Qualifying Marks		Duration
					SC/ST/ PwBD	Others	
1	Reasoning Ability	30	90	English & Hindi	40	45	40 minutes
2	General Knowledge, Current Affairs	30	60	English & Hindi	27	30	20 minutes
3	Data Analysis & Interpretation	30	90	English & Hindi	40	45	40 minutes
4	Insurance and Financial Market Awareness	30	60	English & Hindi	27	30	20 minutes
	TOTAL	**120**	**300**				**120 minutes**
5	English Language (Letter writing & Essay)	2	25**	English	9	10	30 minutes

** Descriptive test of English Language etc. will be of qualifying nature and the marks in English Language will not be counted for ranking.

Candidate must obtain minimum qualifying marks in each section separately & should also obtain minimum marks in the aggregate to qualify the examination. Descriptive paper will be evaluated for only those candidates who qualify in the objective part of Main Examination.

The total time for the test is 2 hours 30 minutes; however you may have to be at the venue for approximately 3 hours 30 minutes including the time required for logging in, collection of the call letters, going through the instructions etc. All tests except test of English Language will be provided in English and Hindi. Each test is separately timed. Candidates can attempt questions in a particular test during the time allotted for that test only. All the questions in objective tests 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 no penalty for wrong answers marked by you. There are minimum qualifying marks prescribed for each subject/test.**

Descriptive test would be online. Candidates will have to type the answer using keyboard.

Descriptive paper will be provided only in English. Descriptive questions will be displayed on the screen of your computer. Answers are to be typed using the keyboard. Before start of typing answers to questions in Descriptive Paper please check all key functions of the keyboard. You will get 30 minutes to answer the questions.

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

(i)   Number of questions answered correctly by a candidate in each objective test is considered for arriving at the Score.

(ii) The 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 any test are equated to the base form by considering the distribution of scores of all the forms.

(iii)   Test wise scores and 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.

REASONING ABILITY

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

Q.1.   If the letters in the word TOPS can be rearranged to form a meaningful word beginning with O, the last letter of that word is your answer. If more than one such word can be formed, M is the answer and if no such word can be formed, X is the answer.
(1) T   (2) P   (3) M   (4) S   (5) X

Q.2.   Some leaders are dishonest. Satyapriya is a leader. Which of the following inferences definitely follows from these two statements ?
(1) Satyapriya is honest   (2) Satyapriya is dishonest
(3) Some leaders are honest   (4) Leaders are generally dishonest
(5) Satyapriya is sometimes dishonest

Q.3.   If the letters of the following alphabet intercharge positions, so that A takes the place of Z and Z takes the place of A; B takes the place of Y and Y takes the place of B and so on, what will be the 13th letter from the right ?
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
(1) M   (2) N   (3) O   (4) L   (5) Other than those given as options

Q.4.   If the first and the second letters in the word 'DEPRESSION' were interchanged, also the third and the fourth letters, the fifth and sixth letters and so on, which of the following would be the seventh letter from the right ?
(1) R   (2) O   (3) S   (4) I   (5) Other than those given as options

Q.5.   In a row of girls, if Seeta who is 10th from the left and Lina who is 9th from the right interchange their seats, Seeta becomes 15th from the left. How many girls are there in the row?
(1) 16   (2) 18   (3) 19   (4) 22   (5) Other than those given as options

GENERAL KNOWLEDGE, CURRENT AFFAIRS

This test measures your awareness of the events happening in the world around. Your general knowledge, knowledge about current affairs would be tested through social & cultural events, current events of national & international importance, events of common public interest, sports, scientific inventions and like.

Q.1.   The Life Insurance Corporation of India came into being in the year _____
(1) 1973   (2) 1969   (3) 1966   (4) 1956   (5) Other than those given as options

Q.2.   Which of the following authorities issues licences to LIC agents in India ?
(1) IRDA   (2) RBI   (3) LIC   (4) SEBI   (5) Other than those given as options

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.

DATA ANALYSIS & INTERPRETATION

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. At 10 paise each, how many paise will 6 lemons cost ?
(1) 6   (2) 10   (3) 60   (4) 610   (5) Other than those given as options

Q.5. 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

INSURANCE AND FINANCIAL MARKET AWARENESS

Q.1. What is general rise in prices of goods known as ?
(1) Demand-Supply   (2) Stagflation   (3) Return on Investment
(4) Inflation   (5) None of those given as options

Q.2. How does one check the fundamental strength of the company issuing new shares ?
(1) Check IPO grading   (2) Check credit rating
(3) Check the issue price   (4) Check the trading history of the stock
(5) None of those given as options

Q.3. Which of the following sectors contributes the maximum in deciding the growth in income of the states in India ?
(1) Energy   (2) Tourism   (3) Service   (4) Transport   (5) Agriculture

Q.4. 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

ENGLISH LANGUAGE (LETTER WRITING & ESSAY)

Q.1. Write a letter on any **ONE** of the following:

- Write a letter to your younger brother explaining him how Insurance Sector has changed in the last decade in India.

- Write a letter to the Branch Manager of your Insurance company sharing a good experience of customer service in settling a claim (Based on year experience or reading).

Q.2. Write an essay on any one of the following topics in about 250 words:

- Measures to eradicate illiteracy in India

- Importance of Financial Planning

- Financial Inclusion

DESCRIPTIVE PAPER

Descriptive paper of only those candidates will be evaluated for only those candidates who qualify in the objective part of Main examination.

Candidates will have to answer Descriptive test by typing on the computer. Descriptive test will be administered immediately after the completion of the Objective test.

(A)   Details of the On-line Examination Pattern

(1)   The examination would be conducted on-line i.e. on a computer.

(2)   The tests except test of English Language will be provided in English and Hindi.

(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 test(s). 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:

 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 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)   Questions that are saved or marked for review after answering will ONLY be considered for evaluation.

(14)   Test name(s) will be displayed on the top bar of the screen. The test you will view will be highlighted.

(15) After clicking the **Save & Next** button on the last question for a test, you will be automatically taken to the first question of the same test. After the duration of a particular test is exhausted you will be taken to the first question of the next test.

(16) You can move the mouse cursor over the test names to view the status of the questions for that test.

(17) You can shuffle between the questions within a particular section during the examination as per time allocated to particular tests.

(18) 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 LIC.

(19) 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.

(20) After the expiry of time allotted to a particular test, the candidates will not be able to attempt any question or check their answers. The answers of the candidate would be saved automatically by the computer system even if he/ she has not clicked the "Submit" button.

(21) 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' during objective tests as this will lock the exam during objective test.**

SPECIAL INSTRUCTIONS FOR DESCRIPTIVE PAPER

1. No separate login is required to take the test.

2. This test will start automatically upon auto-submission of objective test.

3. Questions will be displayed on computer monitor.

4. Only one question will be displayed at a time.

5. The questions will be in English and answers are to be typed in space provided for the same using keyboard.

Please Note : "While typing if you press the 'Space bar' and then press the 'Enter' key, the cursor will not move to next line. However if you press the 'Enter' key immediately after the last word, the cursor will move to the next line. You should also note in case the 'Space bar'/ 'Enter' key is pressed multiple times in a single instance only a single keystroke (i.e. one space and one enter to the next line) will be taken by the system."

During Objective Type Papers, Do not click on 'Keyboard Keys'.

B] **General Instructions :**

(1) Please note date, time and venue address of the examination given in the call letter.

(2) You may visit the venue one day before the 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 uploaded).

(4) You must scrupulously follow the instructions of the Test Administrator and LIC Representative at the examination venue. If you violate the instructions you will be disqualified and will be asked to leave the examination venue.

(5) No use of calculators (separate or with watch), books, note books or written notes, cell phones (with or without camera facility), or any other electronic device will be allowed during the examination.

(6) Please bring the call letter with your photograph affixed thereon, currently valid Photo identity proof in original and a photocopy of the same ID proof which you bring in original - THIS IS ESSENTIAL. **Please hand over this call-letter alongwith photocopy of photo identity proof duly stapled together to the invigilator.** Currently valid photo identity proof may be PAN Card/Passport/Permanent Driving License/Voter's Card with photograph/Bank Passbook with photograph/ Photo Identity proof issued by a Gazetted Officer on official letterhead along with photograph/Valid recent Identity Card issued by a recognized 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.** 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 they will be allowed only if they produce original Gazette notification/their original marriage certificate/affidavit in original.

(7) Biometric data (right thumb impression) and photograph will be captured twice at the examination venue i.e. before the start of examination and after completion 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 (right thumb) to be captured is injured/damaged, immediately notify the concerned authority in the test centre.
   (e) If the Biometric data captured does not match with Biometric data captured in subsequent stages of recruitment the candidature is liable to be cancelled.
        (Any failure to observe these points will result in non-admittance for the examination).

(8) Persons with Disabilities (PWD) should contact the Test Centre Administrator of the test venue at least 30 minutes before the time of examination for assistance in seating, if needed. Further, the candidates with Benchmark 40% Disability of the Category other than Blindness, Locomotor Disability (Both Arms affected – BA) and Cerebral Palsy, who are registered for Compensatory time will have to produce the Certificate to the effect that person concern has Physical Limitation to write, from the Chief Medical Officer/Civil Surgeon/Medical Superintendent of a Government Health Care Institution as per proforma given by LIC at the time of document verification. In case they fail to produce same, their candidature is liable to be cancelled

(9) 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 Life Insurance Corporation of India may take further action against such candidates as deemed fit by it.

(10) You should bring with you a ball-point pen. You may bring your personal ink stamp pad (blue/black). 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 of paper along with the Call Letter and photocopy of photo identity proof to the Test Administrator before leaving the venue.

(11) The possibility of occurrence of some problem in the administration of the examination cannot be ruled out completely which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include movement of candidates, delay in test. Conduct of a re-exam is at the absolute discretion of 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.

(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 call letter has been generated, candidates are advised to appear only once on the date and at the time mentioned on the respective call letter. All other call 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) 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 LIC recruitment process in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective effect.

(16) Please read instructions related to Social Distancing given below.

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 Call Letter. Late comers will not be allowed to take the test.**

2 **Mapping of 'Candidate Roll Number and the Lab Number' will NOT be displayed outside the exam venue, but the same will be intimated to the candidates individually at the time of entry of the candidate to the exam venue.**

3 Items permitted into the venue for Candidates
   Candidates will be permitted to carry only certain items with them into the venue.

   a. **Mask**
   b. **Personal hand sanitizer (50 ml)**
   c. **A simple pen and ink stamp pad (blue/black)**
   d. **Exam related documents (Call Letter and Photocopy of the ID card stapled with it, ID Card in Original)**
   e. **In case of Scribe Candidates - Scribe form duly filled and signed with Photograph affixed.**

   No other Items are permitted inside the venue.

4 **Candidate should not share any of their personal belonging/material with anyone.**

5 **Candidate should maintain safe social distance with one another.**

6 **Candidate should stand in the row as per the instructions provided at venue.**

7 **If candidate is availing services of a scribe, then scribe also should bring their own Mask.**

8 **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