



RESERVE BANK OF INDIA SERVICES BOARD

Recruitment of Officers in Grade 'B' - (General) in the Reserve Bank of India

INFORMATION HANDOUT

The above Recruitment Examination will be held in two Phases [Phase-I ON-LINE Examination (Objective Type) and Phase-II Written Examination (Descriptive Type)].

PHASE I (Will be conducted Online)

Sr. No.	Objective Type Test	No of Ques	Marks	Time
	(It is consisting of the following four tests) :			
(i)	General Awareness	80	80	Composite time of 130 minutes for all tests together
(ii)	English Language	30	30	
(iii)	Quantitative Aptitude	30	30	
(iv)	Reasoning (verbal)	60	60	
	Total	200	200	

The Objective type Exam for Phase- I ON-LINE will be held on August 17/24/25, 2013 as indicated in the Admission letter. Candidates have to secure minimum marks separately for each test as well as aggregate, as prescribed by the Board. Candidates, who secure minimum marks separately for each Test, as prescribed, will be shortlisted for Phase-II of the Examination based on the aggregate marks obtained in the Objective Test. The minimum aggregate cut off marks for being shortlisted for Phase-II of the Examination will be decided by the Board in relation to the number of vacancies. Roll No. of the candidates shortlisted in Phase-I of the-On Line Examination will be published on RBI website and a brief notice thereof in leading newspapers in September/ October 2013.

Note : The candidates MUST pass in each of the above Objective tests. The passing marks in each test will be decided by the Board on the basis of the performance of all the candidates appearing in the tests. Candidate may accordingly allocate their time to each test within total time of 130 minutes for all the four tests put together.

PHASE II (Will be conducted as Written Examination)

Descriptive Type papers	Duration (in hours)	Maximum Marks
Paper I – English (Essay, Precise writing, Comprehension, Business / Office Correspondence)	3	100
Paper II – Economic and Social Issues	3	100
Paper III – Finance & Management	3	100

The Phase-II (Descriptive type) written examination will be conducted in October/ November 2013 (tentative) only for those candidates who are shortlisted for the same.

Papers of Phase I (except the test of English Language) and Papers II and III of Phase II will be set bilingually in Hindi and English. Candidates will have the option to answer Paper II and III wholly either in Hindi or in English. Answers to the papers of Phase I are to be marked by mouse clicking the appropriate option.

Phase - I: OBJECTIVE TYPE TEST (ONLINE EXAMINATION)

The time for the test is 130 minutes; however you may have to be at the venue for approximately 180 minutes including the time required for logging in, collection of the Admission letters, giving of instructions etc. The tests will be provided in English and Hindi. You can attempt any question from 1 to 200 at any point of time within these 130 minutes. 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 highlighted and 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.**

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

TEST I : GENERAL AWARENESS

This test is intended to give an index of your awareness of people and events, past and present, in different walks of life.

- Q.1.** The purchasing power of Rupee strengthened against dollar in recent past because —
 (1) the interest rates in India are among the highest in the world
 (2) there has been a strong flow of foreign direct investment into India
 (3) there has been steady growth of Indian exports
 (4) weakening of US currency because of poor economic recovery in US
 (5) all of these
- Q.2.** The Tata group of Industries has taken over which of the following internet service providers ?
 (1) MTNL (2) Roltanet (3) VSNL (4) Satyam Online (5) None of these
- Q.3.** 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) None of these
- Q.4.** As per present norms, the Mergers and Acquisitions in the corporate sector need a clearance from which of the following in addition to RBI etc. ?
 (A) High Courts of the respective states
 (B) Union Cabinet
 (C) Cabinet of respective states
 (1) A & B both (2) Only B (3) Only C (4) Only A (5) None of these
- Q.5.** Which of the following person – sport combination is **incorrect** ?
 (1) Yasin Merchant – Snooker (2) Baichung Bhutia – Football
 (3) Narain Karthikeyan – Racing (4) Gagan Ajit Singh – Athletics
 (5) None of these
- Q.6.** A contract which represents the obligation to buy or sell at a specified date in the future is known as —
 (1) Options (2) Forward contracts (3) Futures (4) Swap (5) None of these
- Q.7.** A foreign tourist wants to visit India's famous forts. Which of the following group of cities will you suggest him to visit ?
 (1) Nainital, Manali & Shimla (2) Panaji, Thiruvanthapuram & Daman
 (3) Puri, Kolkata & New Delhi (4) Agra, Jaipur & Gwalior
 (5) None of these
- Q.8.** Which of the following is **NOT** the part of Export-Import policy 2002–2007 of India ?
 (1) Annual Advance Licence facility is extended for deemed exports.
 (2) Validity of duty free replenishment certificate scheme extended from 12 to 18 months.
 (3) Second hand capital goods which are less than 10 years old are allowed to be imported without obtaining licence.
 (4) Special Exports Economic Zones (SEZs) developers will not be given any special status now under Income Tax Act. The act is to bring SEZs at par with other business activities.
 (5) Exporters are not allowed to carry gems and jewellery of an amount more than 2 million US \$ for overseas exhibitions.

TEST II : 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.9.** He quickly glanced the book to find what it said about the Indian economy.
 (1) at (2) through (3) in (4) to (5) over

The correct answer is "through" which is answer No. 2.

- Q.10.** The counsel urged the court to down the obnoxious law.
 (1) enact (2) enforce (3) cancel (4) strike (5) declare

- Q.11.** 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.12.** I am twenty / two years old / when I first / joined the bank. No error
 (1) (2) (3) (4) (5)

The error is in (1). Therefore the answer is '1'.

- Q.13.** To the Hindus / the Ganges is / holier than / any other river. No error
 (1) (2) (3) (4) (5)

In question No.13, there is no error; therefore the right answer to this question is '5'.

- Q.14.** Of all the teachers / in our school / our class teacher / were very strict. No error
 (1) (2) (3) (4) (5)

In addition, there will be questions based on passage, to test your comprehension.

TEST III : 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.

Directions : In each of the following questions, a number is missing which is indicated by a question mark. Your task is to find out what will come in place of the question mark (?).

- Q.15.** $42 + 73 + 137 = ?$
 (1) 352 (2) 252 (3) 242 (4) 142 (5) None of these

- Q.16.** $20 \times \frac{1}{2} = ?$
 (1) 4 (2) 5 (3) 12 (4) 20 (5) None of these

In Q.15, 252 is the correct answer. So your answer would be (2). The correct answer for Q.16 is 10. But neither (1), nor (2), nor (3), nor (4) shows this answer. Therefore your answer is (5).

Some of the problems may require arithmetical reasoning. For example :

- Q.17.** At 10 paise each, how many paise will 6 lemons cost ?
 (1) 6 (2) 10 (3) 60 (4) 61 (5) 610

- Q.18.** Which of the following can be exact multiple of 4 ?
 (1) 27114 (2) 58204 (3) 48402 (4) 32286 (5) None of these

- Q.19.** 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) None of these

Also, there may be some questions based on graphs and tables.

Directions : Given below is a table showing percentages out of a total of 700 employees ranking six attributes that help promotion. Rank I is the highest. Study the table carefully and answer questions that follow :

Attribute	% of Employees Giving Different Ranks					
	I	II	III	IV	V	VI
Seniority	32	17	22	19	5	5
Perseverance	14	19	17	9	27	14
Efficiency	15	19	21	14	14	17
Intelligence	10	14	10	14	17	35
Honesty	24	17	7	9	27	16
Sociability	5	14	23	35	10	13

Q.20. Which attribute for promotion has received the highest rank ?

- (1) Perseverance (2) Seniority (3) Honesty (4) Sociability (5) Efficiency

Notice the percentage for rank I given in the table. You observe that seniority is the attribute with the highest percentage. So your answer is 'Seniority', which is answer No. (2).

Q.21. How many employees gave rank III to intelligence ?

- (1) 119 (2) 98 (3) 77 (4) 70 (5) 10

Look at the intersection of the column giving percentage for rank III and the row giving percentage for intelligence. You find that 10 percent of the 700 employees have given rank III to this attribute. 10% of 700 is 70. So your answer should be (4).

Q.22. Which attribute is considered the least important for promotion ?

- (1) Honesty (2) Intelligence (3) Perseverance (4) Efficiency (5) Sociability

TEST IV : REASONING

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

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

Q.23. (1) black (2) red (3) green (4) paint (5) yellow

Of the five, **black, red, green** and **yellow** form a group as they are names of colours. **Paint** is not the name of a colour. Therefore, (4) is the answer.

Now try to solve the following questions.

Q.24. (1) Flower (2) Tree (3) Vegetable (4) Fruit (5) Garden

Q.25. (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.26. Foot : Man :: Hoof : ?

- (1) Leg (2) Dog (3) Horse (4) Boy (5) Shoe

In the above example, 'Hoof' has the same relationship with which one of the five as 'Foot'; has to 'Man' ? The answer is 'Horse', which is answer number (3).

Now try to solve the following questions.

Q.27. Day : Night :: Kind : ?

- (1) Dark (2) Bright (3) Cruel (4) Generous (5) Gratitude

Now try the following question also.

Q.28. 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

(A) Details of the On-line Examination Pattern

- (1) The examination would be conducted on-line i.e. on a computer.
- (2) All tests except of English will be 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 highlighted and will be treated as the answer to that question.**
- (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:



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



You have answered the question but marked it for review.

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 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.
- (7) You can view the entire paper by clicking on the **Question Paper** button.
- (8) To select your answer, click on one of the option buttons
- (9) To change your answer, click the another desired option button
- (10) To save your answer, you **MUST** click on **Save & Next**
- (11) To deselect a chosen answer, click on the chosen option again or click on the **Clear Response** button.
- (12) 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.*
- (13) 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.
- (14) Questions that are saved or marked for review after answering will **ONLY** be considered for evaluation.
- (15) 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.
- (16) 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.
- (17) You can move the mouse cursor over the section names to view the status of the questions for that section.
- (18) You can shuffle between sections and questions anytime during the examination as per your convenience.
- (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 the Board/RBI.
- (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 130 minutes, 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.
- (22) **Please note :**
- Candidates will not be allowed to "finally submit" unless they have exhausted at least 75% of the actual test time which is 98 minutes.**
 - 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:

- Please note your roll number, password, date, time and venue address of the examination given in the Admission Letter.
- 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.
- The Admission Letter should be brought with you to the examination venue along with your recent passport size photograph duly pasted on it.
- You must scrupulously follow the instructions of the Test Administrator / RBI Representative at the examination venue. If you violate the instructions you will be disqualified and will be asked to leave the examination venue.
- 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.
- 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 and/or the result withheld. 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 RBI may take further action against such candidates as deemed fit by it.
- 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.
 - By the Board from admission to any examination or appearance at any interview held by the Board for selection of the candidates, and
 - By the Bank from employment under it, and
 - If already in the service of the Bank, be liable to disciplinary action under the appropriate rules.
- 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 should hand over this sheet of paper to the Test Administrator before leaving the venue.
- Note for Person with Disability (PWD):**
 - The facility of a scribe would be allowed only to those PWD candidates with disabilities, who produce a medical certificate from an authorised Govt. of India/State Govt. Department/ Hospital, to the effect that the candidate has physical limitation to write including that of speed. The medical certificate about physical limitation to write, including that of speed, should be brought by the candidate, in original (along with a photocopy), at the time of appearing at each stage of the examination. At the examination centre, the original will be verified and photocopy retained by the examination centre in-charge. Candidates without such certificate will not be allowed the facility of the scribe.
 - The PWD candidates, who want to use facility of scribe, **MUST** download and carefully **READ** the instructions meant for them, which can be downloaded from RBI website.
 - These candidates are also required to submit a Joint Undertaking/Declaration form that can be downloaded from RBI website.

IMPORTANT POINTS TO REMEMBER

You are advised to bring with you the following:

- Admission Letter and the photo ID card.
- One Ball point pen

WISH YOU GOOD LUCK

PHASE II

Descriptive Type Test

The Phase II Examination will be conducted only for those candidates who are shortlisted for Phase I (Objective Type Test). The date and Time-table will be intimated to the candidates concerned. The Examination will consist of three Descriptive Type papers – **(1) Paper I – English (2) Paper II– Economic and Social Issues and (3) Paper III – Finance and Management**. Each of these papers is of 3 hours duration carrying 100 marks.

NOTE : Answers to questions in **Paper I in Phase II** must be written in **English**.

For Papers II and III of Phase II, Answers may be written either in English or in Hindi at the candidate's option. However, all the questions in the paper should be answered only in the language so chosen. Answer books written partly in English and partly in Hindi **will not** be evaluated

Syllabus for Paper I – English : Essay, Precis writing, Comprehension, Business/Office Correspondence.

Syllabus for Paper II – Economic and Social Issues : Growth and Development – Measurement of Growth : National Income and Per Capita Income – Poverty Alleviation and Employment Generation in India – Sustainable Development and Environmental issues. Economic Reforms in India – Industrial and Labour Policy – Monetary and Fiscal Policy – Privatisation – Role of Economic Planning. Globalisation – Opening up of the Indian Economy – Balance of Payments, Export-Import Policy – International Economic Institutions – IMF and World Bank – WTO – Regional Economic Co-operation. Social Structure in India – Multiculturalism – Demographic Trends – Urbanisation and Migration – Gender Issues – Social Justice : Positive Discrimination in Favour of the Under Privileged – Social Movements – Indian Political System – Human Development – Social Sectors in India, Health and Education.

Syllabus for Paper III – Finance and Management : Finance : The Union Budget – Direct and Indirect Taxes; Non-tax Sources of Revenue; Outlays; New Measures; Financial Sector Reforms; Capital Market, Money Market and Foreign Exchange Market, Stock Exchanges and their Regulation; Capital Market Intermediaries and their Regulation; Role of SEBI; Functions of the Money Market; Growth and Operation of the Money Market; The Foreign Exchange Market; From FERA to FEMA; Exchange Rate Management; Exchange Risk Management, Role of Banks and Financial Institutions in Economic Development; Regulation of Banks and Financial Institutions; Disinvestment in Public Sector Units.

Management : Management, its Nature and Scope; The Management Processes, Planning, Organisation, Staffing, Directing and Controlling; The Role of a Manager in an Organisation, Leadership; The Tasks of a Leader, Leadership Styles; Leadership Theories; A Successful Leader versus an Effective Leader, Human Resource Development; Concept of HRD, Goals of HRD, Performance Appraisal – Potential Appraisal and Development – Feedback and Performance Counselling – Career Planning – Training and Development – Rewards – Employee Welfare, Motivation, Morale and Incentives; Theories of Motivation : How Managers Motivate; Concept of Morale; Factors Determining Morale; Role of Incentives in Building up Morale. Communication : Steps in the Communication Process; Communication Channels; Oral versus written Communication; Verbal versus Non-verbal Communication; Upward, Downward and Lateral Communication; Barriers to Communication, Role of Information Technology, Corporate Governance; Factors affecting Corporate Governance; Mechanisms of Corporate Governance.

NOTE : The above syllabus is only indicative and not exhaustive. Keeping in view that candidates from different faculty backgrounds apply for the post, the questions in Paper II and III will be basic in nature. Candidates will be shortlisted for interview based on the aggregate marks obtained **only in Phase II – Papers I, II and III**. The minimum cut-off marks for being shortlisted for interview will be decided by the Board in relation to the number of vacancies. Candidates may answer the Interview either in Hindi or English at their option. Final selection will be based on the performance of the candidate in Phase II of the 'Written Examination' and Interview.