



Recruitment of Officers as Assistant Manager in Grade 'A' General (RAJBHASHA)

INFORMATION HANDOUT FOR ONLINE EXAM

PHASE-II

1. Scheme of Phase-II examination:

This examination will consist of papers as under:

Paper	Grade A	No. of Qs.	Marks	Duration	Remarks
Paper I	General English (Online Descriptive)	Essay (40 Marks), Precis (20 Marks), Questions on the Precis para (20 Marks), Report / Letter Writing (20 Marks)	100	90 Minutes	Descriptive Answers to be typed using keyboard
Paper II (MCQ)	Professional Knowledge	65	100	90 Minutes	Objective 5 Options 35 questions of 2 marks each and 30 questions of 01 mark each

The Phase-II online examination will be conducted, only for the candidates who are shortlisted on the basis of results of Phase-I examination.

Paper I General English will be descriptive type. Questions will be available only in English.

Paper II will be set bilingually in Hindi and English. Candidates will have the option to choose questions in Hindi or in English. The option of language is to be chosen in the beginning of the test. However, as required, you will be able to switch between the two languages, after choosing the option for the language. Answers to the objective type Paper are to be marked by mouse clicking the correct option and then 'Save and Next'.

The time for the examination is 180 minutes; however, you may have to be at the venue for approximately 240 minutes including the time required for attendance marking, submission of admission letter with photocopy of the photo ID proof, logging in, etc.

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

- Number of questions answered correctly by a candidate in objective test is considered for arriving at the Corrected Score after applying penalty for wrong answers.
- Paper wise scores are reported with decimal points upto two digits.

Paper-I: Descriptive Type Paper: The paper on English shall be framed in a manner to assess the writing skills including expression and understanding of the topic. Candidates will have to type answers with the help of the key-board of the computer. Before start of typing answers to questions in Descriptive Paper please check all key functions of the keyboard.

Paper-II Objective Type Paper: Out of the five answers to a question only one will be the correct answer. You have to select the correct answer and 'mouse click' that alternative which you feel is correct. The alternative/option that you have clicked on will be highlighted and will be treated as your answer to that question (after "Save and Next"). **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.**

- 2. Sample Questions:** 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.

Descriptive Paper - General English

The analytical and drafting abilities of the candidate shall be assessed through this Descriptive paper on General English comprising essay writing, comprehension, report writing, paragraph writing & letter writing

Q.1. Write an essay on any **ONE** of the following topics

- Three effective measures to eradicate illiteracy in India. Explain how the measures suggested by you will be effective.
- It is often said that computerization results in unemployment. Do you agree ? Explain.

Q.2. Write a précis of the following passage in about 150 words. Give a suitable title.

In this age, when the popular involvement in day-to-day matters is mounting, it is the electronic systems that offer us a potential service infrastructure which could, with careful programming, probably take care of a very large element of what we describe as mechanical, procedural governance without all the distortions, corruptions and harassments which constitute the daily misery of the average citizen. Of course, the electronic systems will only behave to the extent that they are properly programmed. But this is no impossible task today.

Once we move our minds beyond the mere use of the electronic revolution for business efficiency and higher profitabilities and apply it to the task of reducing the routine, repetitive activities of governance, we will conserve time and energy for more important and creative tasks. In other words, the electronic revolution can make for better and more effective handling of real everyday problems, additionally to providing the basic service of computerized information banks. Even in less developed conditions, the potential of the electronic network to take over a great deal of what is called bureaucratic "paper work" has been vividly demonstrated. Licensing system involving endless form filling in endless copies; tax matters which baffle millions of citizens, particularly those who have nothing to hide; election system which require massive supervisory mobilizations or referendums based on miniscule "samples" which seldom reflect the reality at the social base. At all these points, the electronic advantage is seen and recognized. However, we must proceed further.

It is possible to foresee a situation where the citizen, with his personalized computer entry card, his "number", is able to enter the electronic network for a variety of needs now serviced by regiments of officials, high and low. Indeed, this is already happening in a number of countries. From simple needs, we will move to more complex servicing, and, ultimately, into creativity or what is called "artificial intelligence".

Q.3. Write a letter on any **ONE** of the following

- Write a letter to your younger brother explaining him how Agriculture Sector has changed in the last decade in India.
- Write a letter to the Branch Manager of a Crop Insurance company sharing a good experience of customer service in settling a claim (Based on your experience or reading).

Paper-II

Professional Knowledge

- प्र.1. नीचे दिये गये प्रश्नों में से हरेक में एक वाक्य दिया गया है जिसे (1), (2), (3) और (4) भागों में बांटा गया है। वाक्य को पढ़ कर ज्ञात कीजिये कि वाक्य में शब्दों के गलत प्रयोग, वर्तनी या व्याकरण की कोई त्रुटि तो नहीं है। त्रुटि अगर होगी तो वाक्य के किसी एक ही भाग में होगी। इस भाग का क्रमांक ही आपका उत्तर है। अगर वाक्य त्रुटिहीन है तो उत्तर (5) दीजिये अर्थात् त्रुटि नहीं।

चालीस लडकों का एक मिला जुला / ठहाका उठा था और / कक्षा की छत पे टकरा कर /

(1) (2) (3)

सब का सब एकदम मेरे भीतर उतर गया था /

त्रुटि नहीं

(4) (5)

- प्र.2. कार्यालय के कामकाज का अनुवाद करते समय भाषा, व्याकरण आदि के साथ साथ संस्था के कार्यक्षेत्र की शब्दावली को भी सही परिप्रेक्ष्य में समझना आवश्यक होता है, अन्यथा अनुवाद गलत हो सकता है। इस प्रश्न में दिया गया हिंदी शब्द कार्यालय के सामान्य प्रशासन से संबंधित है आपको उत्तर स्वरूप दिए गए पांच विकल्पों में से उस विकल्प का चयन करना है जो प्रश्न में दिए गए शब्द का सटीक और स्वीकार्य अंग्रेजी शब्द हो।

मूल्यवर्ग

(1) Nomination (2) Contribution (3) Denomination (4) Valuable (5) Demolition

- प्र.3. कार्यालय के कामकाज का अनुवाद करते समय भाषा, व्याकरण आदि के साथ साथ संस्था के कार्यक्षेत्र की शब्दावली को भी सही परिप्रेक्ष्य में समझना आवश्यक होता है, अन्यथा अनुवाद गलत हो सकता है। इस प्रश्न में दिया गया अंग्रेजी शब्द कार्यालय के सामान्य प्रशासन से संबंधित है आपको उत्तर स्वरूप दिए गए पांच विकल्पों में से उस विकल्प का चयन करना है जो प्रश्न में दिए गए शब्द का सटीक और स्वीकार्य हिंदी शब्द हो।

Encashment

(1) रोकड़ना (2) भुनाना (3) निधि अंतरण (4) परिसमापन (5) विप्रेषण

- प्र.4. इस प्रश्न में अंग्रेजी का एक वाक्य दिया गया है। उसके बाद दिए गए विकल्पों में से उस विकल्प को चिह्नित कीजिए जिसमें अंग्रेजी वाक्य का सबसे उपयुक्त हिंदी अनुवाद हो।

Banks were permitted to determine their own lending rates for their credit limits

- (1) बैंकों को अपनी ऋण सीमाओं के लिए अपनी उधार दरों को स्वयं निर्धारित करने की अनुमति दी गई थी
- (2) बैंक स्वयं ऋण सीमाओं के लिए अनुमत ऋण दरों को निर्धारित कर सकते थे
- (3) बैंक उनकी ऋण सीमा के लिए ऋण दरों को निर्धारित करने की अनुमति प्राप्त कर लेते थे
- (4) बैंक अनुमति लेकर अपनी ऋण सीमा के लिए अपनी ब्याज दरों को निर्धारित कर सकते थे
- (5) बैंकों इतने सक्षम थे कि ऋण सीमा और उसकी ब्याज दर निर्धारित कर लें

3. Details of Online Exam Pattern : General Operational Instructions

- (1) A login screen will be displayed to the candidate. The candidate has to log in using Login ID and Password which will be printed on the Admission Letter.
- (2) The candidate's profile (name, roll no. etc.) will be displayed and the candidate has to confirm the same by clicking on the 'I Confirm' button if the profile is correct. Thereafter the instructions will be displayed on the screen. The candidate should ensure that the profile displayed on the screen is that of himself / herself. In case of any discrepancy, the same may be brought to the notice of the Test Administrator/Invigilator prior to the start of examination.
- (3) 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.
- (4) After clicking on the 'I am ready to begin' button, the actual test time will begin.
- (5) Only one question will be displayed at a time.
- (6) 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.
- (7) 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.*

- (8) To select a question to answer, the candidate can do one of the following:
 - (a) Click on the question number on the question palette at the right of the screen to go to that numbered question directly. Note that using this option does NOT save the 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.

(A) Details of Paper-I : Descriptive Type Paper

The questions will be in English and answers are to be typed in space provided for the same using keyboard. Only one question will be displayed at a time.

Note: You will not be able to shuffle between Papers. Respective papers can be attempted only as per time allotted to them.

(B) Details of Paper II Objective Type Paper (Do not click on 'Keyboard Keys' for this paper)

- (1) All the questions of Paper II 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 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 have submitted the answers by clicking on "Save and Next" or "Marked for Review and Next"**.
- (2) To select the answer, click on one of the option buttons.
- (3) To change the answer, click another desired option button.
- (4) To save the answer, the candidate **MUST** click on 'Save & Next'.
- (5) To deselect a chosen answer, click on the chosen option again or click on the Clear Response button.
- (6) 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.
- (7) 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.
- (8) **Questions that are saved or marked for review after answering will ONLY be considered for evaluation.**
- (9) Under no circumstances should a candidate click on any of the 'keyboard keys' once the exam starts as this will lock the exam.
- (10) A candidate can only change his/her answer before submission.
- (11) After the expiry of the exam duration (i.e. 90 minutes), 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.
- (12) 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.
- (13) **Please note :**
 - (a) Candidates will not be allowed to "finally submit" unless they have exhausted the actual test time.
 - (b) For objective test Paper II, under no circumstances should a candidate click on any of the 'keyboard keys' once the Paper II starts as this will lock the exam.
 - (c) No separate login is required to take Paper II. Paper II will start automatically upon auto-submission of Paper-I after 90 minutes.

4. About the Submission- all papers

- (1) Candidates are not permitted to submit their answers before the entire test time is over.
- (2) A candidate can only change his/her answer before submission.
- (3) After the expiry of the exam duration, candidates will not be able to attempt any question or check their answers. A candidate's answers would be automatically saved by the computer system even if he/she has not clicked the 'Submit' button

5. General Instructions:

1. Please note your Roll Number, Password, Date, Reporting time and Venue address of the examination given in the Admission Letter.

The mere fact that an Admission Letter has been issued to you does not imply that your candidature has been finally cleared by the NABARD or that the entries made by you in your application for examination have been accepted by the NABARD as true and correct. It may be noted that the NABARD will take up the verification of eligible candidates, i.e. age, educational qualification and category (Scheduled Caste/Tribe/OBC/PWBD/EWS), etc. with reference to original documents, only at the time of interview of candidates who qualify on the basis of result of the Phase-II examination. You may, therefore, please note that if at any stage, it is found that you do not satisfy the eligibility criteria as given in the advertisement or the information furnished by you in the application is incorrect, your candidature is liable to be cancelled forthwith with such further action as the NABARD may like to take. You may please note that the admission letter does not constitute an offer of employment with NABARD.

2. **You may visit the venue one day before the Phase-II online examination to confirm the location so that you are able to report on time on the day of the examination. Candidates who report late will not be allowed to take the test.**
3. Admission Letter should be brought with you to the examination venue along with your recent passport size photograph duly pasted on it. (Preferably the same photograph as was uploaded).
4. Please also bring currently valid photo identity proof in original and **photocopy** of the same photo identity proof which you bring in original - **THIS IS ESSENTIAL**. **Candidates coming without these documents will not be allowed to take the test. This call-letter alongwith photocopy of photo identity proof duly stapled together are to be submitted at the end of exam by putting it in the designated drop-box. Currently valid photo identity proof may be PAN Card/Passport/Permanent Driving Licence/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/Aadhar/E-aadhar Card with a photograph/Employee ID in original/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 will be allowed only if they produce original Gazette notification/their original marriage certificate/affidavit in original.
5. You must scrupulously follow the instructions of the Test Administrator and NABARD Representative at the examination venue. If you violate 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 NABARD.
6. Use of calculators (separate or with watch), books, note books, written notes, pagers, cell phones (with or without camera facility) or any similar electronic communication devices, etc. will **not** be allowed. Candidates are advised not to bring any of the banned items including cell phones/pagers to the venue of the examination as safety arrangements cannot be assured. Candidates found resorting to any unfair means or malpractice or any misconduct while appearing for the examination including giving/ receiving help to/from any candidate during the examination will be disqualified. The candidates should be vigilant to ensure that no other candidate is able to copy from his/her answers. **After AarogyaSetu status display at the entry gate, candidates will be required to switch off their mobile phones, and deposit it at the designated location, to be collected while exiting.**

7. 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 NABARD may take further action against such candidates as deemed fit by it.
8. 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 drop this sheet of paper alongwith the Call Letter in the designated drop-box.
9. The possibility for occurrences of some problem in the administration of the examination cannot be ruled out completely, which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include movement of candidates, delay in test. Conduct of re-exam is at the absolute discretion of NABARD or test conducting body. Candidates will not have any claims for a re-test. Candidates not willing to move or not willing to participate in the delayed process of test delivery shall be summarily rejected from the process.
10. 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.

SOCIAL DISTANCING MODE CONDUCT OF EXAM RELATED INSTRUCTIONS

- 1 **Candidate is required to report at the exam venue strictly as per the time slot mentioned in the admit card. It is expected that candidate strictly adhere to this time slot – as entry into the exam venue will be provided based upon the individual’s time slot ONLY. Candidates should report atleast 15 minutes before the Reporting time indicated on the call Letter.**
- 2 **Mapping of ‘Candidate Roll Number and the Lab Number’ will NOT be displayed outside the exam venue, but the same will be intimated to the candidates individually at the time of entry of the candidate to the exam venue.**
- 3 **Items permitted into the venue for Candidates**
Candidates will be permitted to carry only certain items with them into the venue.
 - a. **Mask (WEARING A MASK is COMPULSORY)**
 - b. **Gloves**
 - c. **Personal transparent water bottle (Candidate should bring his / her own water bottle)**
 - d. **Personal hand sanitizer (50 ml)**
 - e. **A simple pen**
 - f. **Exam related documents (Call Letter/Admit Card and Photocopy of the ID card stapled with it, ID Card in Original.)**
 - g. **Call Letter/Admit Card should be brought with the Photocopy of the Photo ID stapled with it. Original ID (same as Photocopy) is also to be brought for verification. The name on the ID and on the Call Letter/Admit Card should be exactly the same.**
 - h. **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 Gloves, N95 Mask, sanitizer (50ml) and transparent water bottle. Wearing a mask is compulsory. Both candidate and Scribe will require to be wearing N95 Mask.**

- 8 **A Candidate must have AarogyaSetu App installed on his mobile phone. The AarogyaSetu status must show candidate's risk factor. A candidate will have to display this status to the Security Guard at the entry into the exam venue. In case a candidate does not have a smart phone, he/she will have to bring in a signed declaration to this effect (declaration is provided along with this Call Letter) and show the same to the Security Guard at the entry into the exam venue. (If candidate is availing services of a Scribe, then Scribe should also follow the same instructions.)**
- 9 **After AarogyaSetu status display at the entry gate, candidates will be required to switch off their mobile phones, and deposit it at the designated location, to be collected while exiting**
- 10 **All candidates (and Scribe, if applicable) will be checked with Thermo guns at the entry point for temperature.**
- 11 In candidate registration :
 - a. **Candidate registration will be done through photo capture. Photo captured will be matched with the photo uploaded by you in the application (as printed in the call letter). You must NOT change your appearance from the photo uploaded by you.**
 - b. **Photograph will be taken while candidate is standing.**
 - c. **Seat number will be given to the candidate.**
- 12 **Rough sheet, call letter and ID proof management**
 - **Rough sheet(s) kept at each candidate desk will be used by candidate. No additional sheets will be provided during the exam.**
 - **Candidate must follow the instructions related to dropping the call letter with the ID proof copy in the boxes provided at the exit of lab/venue while leaving or at the designated place. Those candidates who avail the services of Scribe should submit Scribe form also along with the Call Letter and ID proof copy**
 - **Candidate must drop the rough sheets, call letter, ID proof copy in the boxes provided at the exit of lab/venue while leaving or at the designated place indicated by Exam officials.**
- 13 **Post Examination Controls**
 - **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 !!