



1914 से विश्वास का प्रतीक

बिहार राज्य सहकारी बैंक लि० The Bihar State Co-operative Bank Ltd.

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ONLINE MAIN (PHASE II) EXAMINATION FOR RECRUITMENT OF CUSTOMER SERVICE ASSOCIATE/ASSISTANT (MULTIPURPOSE)

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 multiple choice tests as stated below :

Sr. No.	Name of the tests	No. of Questions	Maximum Marks	Duration	Medium of Exam
1	Reasoning	40	40	30 Minutes	English and Hindi
2	Computer Knowledge	40	40	20 Minutes	English and Hindi
3	General Awareness	40	40	20 Minutes	English and Hindi
4*	(a) English Language	40	40	20 Minutes	English
	(b) Hindi Language	40	40		Hindi
5	Quantitative Aptitude	40	40	30 Minutes	English and Hindi
	TOTAL	200	200	120 Minutes	

* Candidates can opt only either 4(a) or 4(b).

The time for the exam 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 tests except English Language and Hindi Language will be provided in English and Hindi. You can attempt any question within the time allotted to that test. 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, 1/4 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 each objective test is considered for arriving at the Corrected Score after applying penalty for wrong answers.
- 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 any test are equated to the base form by considering the distribution of scores of all the forms.

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

Note : Cutoffs may be applied in two stages :

- On scores in individual objective tests
- On Total Score of objective tests

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

Q.1-5. Read the information given below and answer the questions.

Six plays A, B, C, D, E and F of a famous playwright are to be staged one on each day from Monday to Saturday. The schedule of the plays is to be in accordance with the following.

- (1) A must be on the previous day of the day on which E is staged.
- (2) C must not be staged on Tuesday.
- (3) B must be on a day which follows the day on which F is staged.
- (4) D must be staged on Friday only and should not be immediately preceded by B.
- (5) E must not be staged on the last day of the schedule.

Q.1. Which of the following is the schedule of plays, with the order of their staging from Monday ?

- (1) E A B F D C (2) A F B E D C (3) A F B C D E
- (4) F A B E D C (5) Other than those given as options

Q.2. Play C cannot definitely be staged on which of the following days in addition to Tuesday ?

- (1) Monday (2) Wednesday (3) Thursday (4) Friday (5) Saturday

Q.3. Play D is between which of the following pairs of plays ?

- (1) C and E (2) E and F (3) A and E (4) B and E (5) C and F

Q.4. Which of the following plays is on Monday ?

- (1) E (2) A (3) F (4) B (5) C

Q.5. Which of the following plays immediately follows B ?

- (1) F (2) E (3) D (4) C (5) A

Q.6. 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.7. 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.8. If the letters of the following alphabet interchange 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.9. 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

COMPUTER KNOWLEDGE

Q.1. Every component of your computer is either _____

- (1) software or CPU / RAM (2) hardware or software
- (3) application software or system software (4) an input device or output device
- (5) Other than those given as options

Q.2. Which of the following is a popular Computer Language ?

- (1) A + (2) BA + (3) C ++ (4) CA + (5) Other than those given as options

Q.3. The function of CPU is _____

- (1) to provide external storage of text (2) to create a hard copy
- (3) to create a new software (4) to read, interpret and process the information and instruction
- (5) Other than those given as options

- Q.4.** Oracle is _____
 (1) Application Software (2) Date Base (3) Antivirus Software
 (4) Programme (5) Other than those given as options
- Q.5.** A NIC sends data in discrete chunks called _____.
 (1) Segments (2) Sections (3) Frames (4) Layers (5) Fragments
- Q.6.** _____ is an output device of a computer ?
 (1) Printer (2) CPU (3) Mouse (4) Keyboard (5) None of these
- Q.7.** What is the full form of RAM ?
 (1) Random Adaptive Mouse (2) Random Adaptive Memory (3) Random Access Memory
 (4) Random Access Mouse (5) None of these

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.** 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.** Which of the following sectors contributes maximum in deciding the growth in income of the states in India ?
 (1) Energy (2) Tourism (3) Service (4) Transport (5) Agriculture
- Q.3.** Which of the following is the state where the number of people living below poverty line is maximum ?
 (1) Bihar (2) Andhra Pradesh (3) Uttar Pradesh (4) Rajasthan (5) Orissa
- Q.4.** Who is the person closely associated with operation flood programmes and was honoured by Padma Vibhushan recently ?
 (1) Dr. V. Kurien (2) Dr. M. S. Swaminathan (3) Dr. Amartya Sen
 (4) Shri L. K. Advani (5) Other than those given as options
- Q.5.** 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

- Q.1.** Read the sentence to find out whether there is any grammatical or idiomatic error in it. The error, if any, will be in one part of the sentence. That part is the answer. If there is no error, the answer is 'No error'. (Ignore the errors of punctuation, if any).

The regaining of freedom / as we well know has given rise for / many dormant issues /

- (1) (2) (3)
 and conflicts in our society. No error
 (4) (5)

- Q.2-3. 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.2.** LIVELY
 (1) simple (2) weak (3) dull (4) angry (5) moron
- Q.3.** INADVERTENT
 (1) adequate (2) available (3) sluggish (4) negligent (5) intentional
- Q.4.** Pick out from the words given below this sentence the word which would complete the sentence correctly and meaningfully.
 He wants me to look ____ his garden during his absence.
 (1) at (2) over (3) after (4) into (5) from

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

- Q.5.** LETHAL (1) light (2) dangerous (3) deadly
(4) cruel (5) thoughtless
- Q.6.** CENTENARY (1) a guard (2) a hundred years (3) a very old man
(4) a hundred runs (5) a hundredth anniversary

HINDI LANGUAGE

- प्र.1.** नीचे दिये गये प्रश्न में एक वाक्य दिया गया है जिसके कुछ अंश रेखांकित कर दिये गये हैं। इस रेखांकित भाग में भाषा व्याकरण या शब्दों के गलत प्रयोग जैसी कोई त्रुटि हो सकती है। वाक्य के नीचे चार विकल्प सुझाये गये हैं जिनमें से कोई एक वाक्य के रेखांकित अंश के स्थान पर रख देने से वह वाक्य की त्रुटि दूर कर उस वाक्य को एक सार्थक वाक्य बना देता है। वह विकल्प कौनसा है यह ज्ञात कीजिये और उसे ही उत्तर के रूप में अंकित कीजिये। यदि रेखांकित अंश में कोई त्रुटि नहीं है और उसे बदलने की आवश्यकता नहीं है, तो उत्तर (5) होगा अर्थात् 'संशोधन आवश्यक नहीं'।

राजू की सारी बात नाना चुप्पी लगा कर सुनते रहे।

- (1) मौन व्रत धारण किये सुनते रहे (2) चुपचाप गुनगुनाते रहे
(3) ध्यानपूर्वक सुनते रहे पर बोले कुछ नहीं (4) ने यों सुनी जैसे वह किसी और से बात कर रहा हो
(5) संशोधन आवश्यक नहीं

- प्र.2-3.** 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।

- प्र.2.** जिस गाँव में बूढ़ा बूढ़ी रहते थे। / उस गाँव को और आस पास की / अनेक गाँवों को एक दैत्य /

- (1) बहुत परेशान करता था। (2) त्रुटि नहीं
(4) (5)

- प्र.3.** चट्टान के ऊपर / एक जहरीला साँप सो रहा था / और उसके मुँह से /

- (1) विष की एक एक बूँदें टपक रही थी। (2) त्रुटि नहीं
(4) (5)

- प्र.4-5.** नीचे दिये गये प्रत्येक प्रश्न में एक वाक्य दिया गया है जिसमें दो रिक्त स्थान दिये गये हैं। वाक्य के नीचे पाँच उत्तर विकल्प सुझाये गये हैं जिनमें से प्रत्येक में दो-दो शब्द दिये गये हैं। आप वाक्य को पढ़ कर तय कीजिये कि किस उत्तर विकल्प के दोनों शब्द उसी क्रम से वाक्य के रिक्त स्थानों को इस प्रकार पूर्ण कर सकते हैं कि वह एक अर्थपूर्ण वाक्य बन जाये। उस उत्तर विकल्प का क्रमांक ही आपका उत्तर है।

- प्र.4.** तुम चाहो तो उनकी इस _____ को चुटकियों में हल कर सकती हो, पर तुम ऐसा क्यों करने लगी; तुम्हारा तो उनके साथ जन्मजात _____ है।

- (1) बात, शत्रुता (2) समस्या, बैर (3) परेशानी, मित्रता (4) चिंता, दुश्मनी (5) अनिच्छा, उलझन

- प्र.5.** विमान की इस देरी के कारण आपको जो _____ हुई उसके लिये हमें _____ हैं, कह देने मात्र से ही यात्रियों की परेशानी तो दूर नहीं हो जाती है।

- (1) असुविधा, खेद (2) देरी, चिंता (3) चिंता, दुःख (4) विलंब, खुशी (5) दुविधा, खेद

QUANTITATIVE APTITUDE

- Q.1.** 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.2.** 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.3.** $2168 + 3154 + 2369 = ?$
(1) 7791 (2) 7691 (3) 7681 (4) 7781 (5) None of these
- Q.4.** 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
- Q.5-7.** 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.5.** 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.6.** 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.7.** 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

(A) Details of the Online Examination Pattern

- (1) The examination would be conducted online i.e. on a computer.
- (2) The tests except 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. When the clock runs out the exam ends by default - you are not required to end or submit your exam.
- (5) The Question Palette displayed on the right side of screen will show the status of each question using one of the following symbols:



You have not visited the question yet.



You have not answered the question.



You have answered the question.



You have NOT answered the question, but have marked the question for review.



The question(s) "Answered and Marked for Review" will be considered for evaluation.

The Marked for Review status for a question simply indicates that you would like to look at that question again. *If a question is answered and Marked for Review, your answer for that question will be considered in the 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) 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 Bihar State Cooperative Bank Ltd.
- (15) 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.
- (16) After the expiry of test duration, the candidates will not be able to attempt any question or check their answers for respective test.
- (17) **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 to appear for the examination.
- (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 The Bihar State Cooperative Bank Ltd. 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 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. The call-letter along with 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/handing over to the invigilator.** 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 alongwith photograph/Photo Identity proof issued by a People’s Representative 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 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 Gazette notification/their marriage certificate/affidavit.

- (7) Biometric data (thumb impression) and photograph will be verified at the examination venue before the start of examination. Decision of the Biometric data verification authority with regard to its status (matched or mismatched) shall be final and binding upon the candidates. **Refusal to participate in the process of biometric data capturing / verification on any occasion may lead to cancellation of candidature.** With regards to the same, please note the following :
- (a) If fingers are coated (stamped ink/mehndi/coloured...etc), ensure to thoroughly wash them so that coating is completely removed before the examination day.
 - (b) If fingers are dirty or dusty, ensure to wash them and dry them before the thumb impression (biometric) is captured.
 - (c) Ensure fingers of both hands are dry. If fingers are moist, wipe each finger to dry them.
 - (d) If the primary finger (thumb) to be captured is injured/damaged, immediately notify the concerned authority in the examination centre.
- (Any failure to observe these points will result in non-admittance for the examination).
- (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. The Bihar State Cooperative Bank Ltd. may take further action against such candidates as deemed fit by it.
- (9) You must bring a ball point pen and blue/black ink stamp pad with you. 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 along with the Call Letter and photocopy of photo identity proof in the designated drop-box/submit 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 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.
- (11) 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.
- (12) 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.
- (13) 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 The Bihar State Cooperative Bank Ltd. 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.
- (14) Candidates are advised to take note of “The Public Examinations (Prevention of Unfair Means) Act, 2024”.

WISH YOU GOOD LUCK !