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ONLINE EXAMINATION FOR RECRUITMENT OF RELATIONSHIP MANAGERS

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 the following objective type multiple choice tests as stated below :

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

The total duration 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 will be provided in English only. You can attempt questions from a section in the time allotted to that section only. All the questions will have multiple choices. Out of the five answers to a question only one will be the correct answer. **You have to select the most appropriate answer and 'mouse click' that alternative which you feel is appropriate/ correct. The alternative/ option that you have clicked on will be treated as your answer to that question. There will be no penalty for wrong answers marked by you. However, you are advised, not to mark answers by random guessing.**

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.

SAMPLE QUESTIONS

GENERAL AWARENESS

- Q.1.** Which of the following financial institutions has introduced the 'Know Your Customer' guidelines for Banks ?
 (1) IDBI (2) RBI (3) NABARD (4) SIDBI (5) Other than those given as options
- Q.2.** Which of the following stands for I in RBI ?
 (1) India (2) International (3) Insurance (4) Income (5) Institute
- Q.3.** OSCAR awards are given for best performance in which of the following field ?
 (1) Films (2) Literature (3) Sports (4) Science (5) Social Service
- Q.4.** Who among the following is the current Finance Minister of India ?
 (1) Shri Arun Jaitley (2) Shri Narendra Modi (3) Shri P. Chidambaram
 (4) Shri Amit Shah (5) Other than those given as options

ENGLISH LANGUAGE

Q.1-2. Directions : Pick out the most appropriate word from amongst the words given below each sentence to complete it meaningfully.

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

- Q.2.** The local official the Minister of the situation.
 (1) explained (2) warned (3) apprised (4) told (5) intimidated
- Q.3-4. Directions :** Read each sentence given below 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 'No error'. (Ignore errors of punctuations, if any)
- Q.3.** I am twenty / two years old / when I first / joined the bank. No error
 (1) (2) (3) (4) (5)
- Q.4.** To the Hindus / the Ganga is / holier than / any other river. No error
 (1) (2) (3) (4) (5)

REASONING & COMPUTER APTITUDE

- Q.1.** The town of Paranda is located on Green lake. The town of Akram is West of Paranda. Tokhada is East of Akram but West of Paranda. Kakran is East of Bopri but West of Tokhada and Akram. If they are all in the same district, which town is the farthest West ?
 (1) Paranda (2) Kakran (3) Akram (4) Tokhada (5) Bopri
- Q.2.** Madhav ranks seventeenth in a class of thirty-one. What is his rank from the last ?
 (1) 13 (2) 14 (3) 15 (4) 16 (5) 17
- Q.3.** By default, there are _____ worksheets in an Excel workbook.
 (1) 3 (2) 2 (3) 4 (4) 5 (5) 6
- Q.4.** When you open PowerPoint and click Blank Presentation, you go directly to _____.
 (1) Your first slide (2) Themes (3) Layout (4) Backstage view (5) Online templates

QUANTITATIVE ABILITY

- Q.1.** At 10 paise each, how many paise will 6 lemons cost ?
 (1) 6 (2) 10 (3) 60 (4) 61 (5) 610
- Q.2.** 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.3-4.** In each of the following questions one number is missing. The place where the number is missing is shown by a question mark (?). You have to find out which one of the answers shown against 1, 2, 3 and 4 can replace the question mark. If none of these four can replace the question mark, you will indicate (5) i.e. 'Other than those given as options' as your answer.
- Q.3.** $\frac{24}{65} \times \frac{13}{56} \times \frac{5}{7} = ?$
 (1) $\frac{3}{49}$ (2) $\frac{15}{245}$ (3) $\frac{3}{77}$ (4) $\frac{15}{56}$ (5) Other than those given as options
- Q.4.** $(27 + 498) \div 25 = ?$
 (1) 17 (2) 25 (3) 21 (4) 12 (5) Other than those given as options

GENERAL BANKING

- Q.1.** A speculator who buys shares expecting share prices to rise is known as –
 (1) Bull (2) Bear (3) Jobber (4) Broker (5) Administrator
- Q.2.** Demand Promissory Note should be obtained in which of the following accounts ?
 (1) Fixed Deposit Account (2) Recurring Deposit Account
 (3) Overdraft Account (4) Current Account
 (5) Other than those given as options
- Q.3.** The basic difference in pledge and hypothecation relates to _____.
 (1) Ownership of stocks (2) Valuation of stocks (3) Possession of stocks
 (4) Margin requirements (5) Insurance of stocks

- Q.4.** A safe custody account in the name of minor can be opened only in respect of _____
- (1) Govt. Securities (2) a term deposit receipt (3) company shares
(4) all of these (5) None of these

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

- (1) The examination would be conducted on-line i.e. on a computer.
- (2) The tests will be provided in English.
- (3) All the questions will have multiple choices. Out of the five options to a question only one will be the correct answer. **The candidate has to select the most appropriate answer and 'mouse click' that alternative which he/ she feels is appropriate/ correct. The alternative/ option that is clicked on will be treated as the answer to that question. Answer to any question will be considered for final evaluation, only when candidates have submitted the answers by clicking on "Save & Next" or "Mark for Review & Next".**
- (4) The clock has been set at the server and the countdown timer at the top right corner of your screen will display the time remaining for you to complete the exam. When the clock runs out the exam ends by default - you are not required to end or submit your exam.
- (5) The Question Palette 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 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. Questions in a test can be viewed by clicking on the test name. The test you will view will be highlighted.
- (15) After clicking the **Save & Next** button on the last question for a test, you will not be taken to the first question of the (next) test until the time allocated for that test is exhausted.
- (16) You can move the mouse cursor over the test names to view the status of the questions for that test.

- (17) You cannot shuffle between tests but can shuffle between questions during the examination as per time allocated to a particular test.
- (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 the Bank.
- (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 120 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.
- (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' once the exam starts as this will lock the exam.**

[B] General Instructions:

- (1) Please note Date, Reporting time and Venue address of the examination given in the call letter.
- (2) You may visit the venue one day before the Online Examination to confirm the location so that you are able to report **on time** (as printed on the call letter) on the day of the examination. Late comers will not be allowed.
- (3) The call letter should be brought with you to the examination venue along with your recent passport size photograph duly pasted on it. (Preferably the same photograph as was uploaded).
- (4) You must scrupulously follow the instructions of the Test Administrator and the Bank 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. **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.**
- (6) Please bring 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. **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 License/Voter's Card with photograph/Bank Passbook with photograph/Valid recent Identity Card issued by a recognised 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 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 (thumb) to be captured is injured/damaged, immediately notify the concerned authority in the test centre.(Any failure to observe these points will result in non- admittance for the examination).

- (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 Bank may take further action against such candidates as deemed fit by it.
- (9) You should bring a ball-point pen and an ink stamp pad (blue/black) 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 in the designated drop-box.
- (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) 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.
- (12) 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.
- (13) 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.
- (14) 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 City Union Bank 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 affect.

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 Admission Letter. 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 at least 15 minutes before the Reporting time indicated on the Admission 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 following items with them into the venue.
 - a. **Mask (WEARING A MASK is COMPULSORY)**
 - b. **Personal transparent water bottle (Candidate should bring his / her own water bottle)**
 - c. **Personal hand sanitizer (50 ml)**
 - d. **A simple pen and a stamp pad.**
 - e. **Exam related documents (Admission Letter and Photocopy of the ID card stapled with it, ID Card in Original.)**
 - f. **Admission Letter 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 Admission Letter should be exactly the same.**
 - g. **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, sanitizer (50ml) and transparent water bottle. Wearing a mask is compulsory. Both candidate and Scribe will require to be wearing 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 Admission Letter) and show the same to the Security Guard at the entry into the exam venue. Candidates with Moderate or High Risk Status on AarogyaSetu App will not be allowed entry. In case any of the responses in declaration suggest COVID 19 infection/symptoms, the candidate will not be permitted inside the exam venue. (If candidate is availing services of a Scribe, then Scribe should also follow the same instructions.)
- 9 After Aarogya Setu 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. In case, any person is observed to be having above normal temperature ($> 99.14^{\circ}$ F) or displaying any symptoms of the virus, they will not be allowed entry into the venue.
- 11 Candidate registration :
 - a. Candidate registration will be done through photo and biometric capture.
 - b. Photograph will be taken while candidate is standing.
 - c. Seat number will be given to the candidate.
- 12 Rough sheet, admission letter and ID proof management :
 - Rough sheet(s) kept at each candidate desk will be used by candidate.
 - Candidate must follow the instructions related to dropping the admission 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 Admission Letter and ID proof copy.
 - Candidate must drop the rough sheets, admission 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