

ONLINE EXAMINATION FOR RECRUITMENT OF JR. OFFICE ASSISTANT (B3 LEVEL)

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:

Structure of the test for the post of Jr. Office Assistant – Phase II*

Sr. No.	Test Name	No. of Questions	Max. Marks	Duration	Version
1	General Awareness	30	30	20 Minutes	Bilingual i.e. Hindi and English except Test of English Language skills
2	Computer Knowledge	30	30	20 Minutes	
3	English Language skills	30	30	20 Minutes	
4	Numerical Aptitude	30	30	30 Minutes	
5	Reasoning Aptitude	30	30	30 Minutes	
	Total	150	150	120 Minutes	

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

The time for the test 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 the test of English Language Skills will be provided in both English and Hindi. The tests are separately timed. You can attempt any question in the test/s as per the time allotted for the respective tests. 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.**

In the Selection process, an applicant has to secure minimum marks i.e, cut-off will be applied on the total score and not on test wise rank sufficiently higher to get selected. The minimum qualifying i.e., cut-off marks require to consider on order of merits for different categories of candidates are as under:

General / EWS Category	55%
OBC Category	50%
SC/ST category	45%

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

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

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

(iii) Testwise scores and scores on total is reported with decimal points upto two digits.

Please note that the types of questions in this handout are only illustrative and not exhaustive. In the actual examination you will find questions of a higher difficulty level on some or all of these types and also questions on the types not mentioned here.

Some sample questions are given below.

GENERAL AWARENESS (with special emphasis on Computer Knowledge)

- Q.1.** Who among the following is the director of the film "Lagaan" ?
(1) Sanjay Leela Bhansali (2) Vasant Govarikar (3) Karan Johar
(4) B. R. Chopra (5) Other than those given as options
- Q.2.** Why we cannot see the objects in the dark ?
(1) These objects emit light
(2) These objects absorb light
(3) There is no light coming to our eyes from these objects
(4) The light gets obstructed by the darkness.
(5) Other than those given as options
- Q.3.** Which of the following samples of water can be termed as pure water ?
(1) Water in which alum is added (2) Clean water
(3) Filtered water (4) No other substance added to it
(5) Other than those given as options
- Q.4.** Which of the following stands for I in RBI ?
(1) India (2) International (3) Insurance (4) Income (5) Institute

NUMERICAL APTITUDE

This test is designed to measure how fast and accurate you are in dealing with numbers, viz. computation.

Q.1-3. Directions : In each of the following questions, you have to find out what will come in place of the question mark (?).

- Q.1.** $42 + 73 + 137 = ?$
(1) 352 (2) 252 (3) 242 (4) 142 (5) Other than those given as options
- Q.2.** $20 \times \frac{1}{2} = ?$
(1) 4 (2) 5 (3) 1 (4) 20 (5) Other than those given as options
- Q.3.** $0.7 \times 0.5 = ?$
(1) 35 (2) 0.35 (3) 0.0035 (4) 0.035 (5) Other than those given as options
- Q.4.** At 10 paise each, how many paise will 6 lemons cost ?
(1) 6 (2) 10 (3) 60 (4) 610 (5) Other than those given as options
- Q.5.** Which of the following can be exact multiple of 4 ?
(1) 27114 (2) 58204 (3) 48402 (4) 32286 (5) Other than those given as options
- Q.6.** The interest on a certain deposit at 9% per annum is Rs.405 in one year. How much will be the additional interest in one year on the same deposit at 10% per annum ?
(1) Rs. 40.50 (2) Rs. 450 (3) Rs. 855 (4) Rs.45 (5) Other than those given as options

ENGLISH LANGUAGE SKILLS

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 :

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

Q.3. The local official the Minister of the situation.
(1) explained (2) warned (3) apprised (4) told (5) intimated

Q.4-6. 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.4. I am twenty / two years old / when I first / joined the bank. No error
(1) (2) (3) (4) (5)

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

Q.6. Of all the teachers / in our school / our class teacher / were very strict. No error
(1) (2) (3) (4) (5)

REASONING APTITUDE

This is a test to see how well you can think and also to judge your aptitude/ knowledge of working on computer. It contains questions of various kinds. Here are some sample questions.

Q.1-3. Directions : In each of the following questions, there are five letter groups or words in each question. Four of these letter groups or words are alike in some way, while one is different. Find the one which is different.

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

Q.2. (1) BC (2) MN (3) PQ (4) XZ (5) ST

Q.3. (1) Mango (2) Apple (3) Orange (4) Guava (5) Rose

Q.4-6. 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.4. Foot : man :: hoof : ?
(1) leg (2) dog (3) horse (4) boy (5) shoe

Q.5. Day : Night :: Kind : ?
(1) Dark (2) Bright (3) Cruel (4) Generous (5) Gratitude

Q.6. Hut : Mansion :: Rabbit : ?
(1) Hole (2) Carrot (3) Elephant (4) Small (5) Rat

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. 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.3. The full form of LAN is —

- (1) Local Access Network
- (2) Local Area Network
- (3) Long Area Node
- (4) Local Area Node
- (5) Other than those given as options

(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 Language Skills 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 option which he/she feels is appropriate/ correct. The 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 at the right of screen shows one of the following statuses of each of the questions numbered:

-  **1** You have not visited the question yet.
-  **2** You have not answered the question.
-  **3** You have answered the question.
-  **4** You have NOT answered the question, but have marked the question for review.
-  **5** The question(s) "Answered and Marked for Review" will be considered for evaluation.

The Marked for Review status simply acts as a reminder that you have set to look at the question again. *If an answer is selected for a question that is Marked for Review, the answer will be considered in the final evaluation.*

- (6) To select a question to answer, you can do one of the following :
 - (a) Click on the question number on the question palette at the right of your screen to go to that numbered question directly. Note that using this option **does NOT save your answer** to the current question.
 - (b) Click on **‘Save & Next’** to save answer to current question and to go to the next question in sequence.
 - (c) Click on **‘Mark for Review and Next’** to save answer to current question, mark it for review, and to go to the next question in sequence.
- (7) To select your answer, click on one of the option buttons.
- (8) To change your answer, click another desired option button.
- (9) To save your answer, you **MUST** click on **Save & Next**.
- (10) To deselect a chosen answer, click on the chosen option again or click on the **Clear Response** button.

- (11) To mark a question for review click on **Mark for Review & Next**. *If an answer is selected for a question that is Marked for Review, the answer will be considered in the final evaluation.*
- (12) To change an answer to a question, first select the question and then click on the new answer option followed by a click on the **Save & Next** button.
- (13) Questions that are saved or marked for review after answering will ONLY be considered for evaluation.**
- (14) 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.
- (15) 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.
- (16) You can move the mouse cursor over the section names to view the status of the questions for that section.
- (17) You can shuffle between the questions within a particular test during the examination as per time allocated to that particular test/tests only.
- (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 SPPH.
- (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 as uploaded).
- (4) You must scrupulously follow the instructions of the Test Administrator and SPPH Representative at the examination venue. If you violate the instructions you will be disqualified and will be asked to leave the examination venue.
- (5) Use of books, notebooks, calculators, watch calculators, pagers, mobile phones etc. is not permitted in this examination. Candidates are advised not to bring any of the banned items including pagers to the venue of examination as safety arrangement cannot be assured. Any candidate 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 candidate should be vigilant to ensure that no other candidate is able to copy from his/her answers.
- (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. This call-letter along with photocopy of photo identity proof duly stapled together are to be submitted to the invigilator at the end of exam.** Currently valid photo identity proof may be PAN Card/Passport/ Permanent Driving License/Voter's Card

with photograph/Bank Passbook with photograph/Photo Identity proof issued by a Gazetted Officer on official letterhead 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) A candidate who is or has been declared by SPPH 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 SPPH from admission to any examination or appearance at any interview held by it for selection of the candidates. SPPH may take further action against such candidates as deemed fit by it.
- (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. SPPH may take further action against such candidates as deemed fit by it.
- (9) You should bring with you a ball-point pen. You may bring your own ink stamp pad (blue/black). A sheet of paper will be provided which can be used for rough work or taking down the question number you would like to review at the end of the test before submitting your answers. After the test is over you **MUST** handover this sheet of paper along with the Call Letter 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) If the examination is held in more than one session for a post/stream, 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 recruitment process of the SPPH 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!