



THE NEW INDIA ASSURANCE COMPANY LTD.

ON-LINE EXAMINATION - RECRUITMENT OF ADMINISTRATIVE OFFICERS, (SCALE I GENERALIST)

(PHASE- II) MAIN EXAMINATION

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

The on-line examination will comprise the following objective type multiple choice and Descriptive tests as stated below :

Sr. No.	Name of Test	Type of test	No. of Questions	Maximum Marks	Duration
1	Reasoning	Objective	50	50	40 Minutes
2	English Language	Objective	50	50	40 Minutes
3	General Awareness	Objective	50	50	30 Minutes
4	Quantitative Aptitude	Objective	50	50	40 Minutes
	Total		200	200	150 Minutes
5	Test of English Language	Descriptive	2	30	30 Minutes

The total time for the test is 180 minutes; however you may have to be at the venue for approximately 240 minutes including the time required for logging in, collection of the call letters, going through the instructions etc. All tests except test of English Language will be provided in English and Hindi. Each test is separately timed. Candidates can attempt questions in a particular test during the time allotted for that test only. All the questions in objective tests 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, 1/4th of the marks assigned to that question will be deducted as penalty.**

Descriptive test would be online. Candidates will have to type the answer using keyboard.

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.

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

Each candidate will be required to obtain a minimum score for each section of objective test separately for short listing for the Descriptive test evaluation/Interview. Descriptive answer script would be evaluated only in respect of those candidates who qualify the objective test. Depending on the number of vacancies available, cut offs will be decided for Descriptive paper evaluation.

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

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

- Q.1.** If the letters in the word TOPS can be rearranged to form a meaningful word beginning with O, the last letter of that word is your answer. If more than one such word can be formed, M is the answer and if no such word can be formed, X is the answer.
(1) T (2) P (3) M (4) S (5) X
- Q.2.** 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.3.** 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.4.** 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.5.** 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
- Q.6-10.** 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 immediately previous day of the on which E is staged.
(2) C must not be staged on Tuesday.
(3) B must be on a day which immediately 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.6.** 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.7.** 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.8.** 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.9.** Which of the following plays is on Monday ?
(1) E (2) A (3) F (4) B (5) C
- Q.10.** Which of the following plays immediately follows B ?
(1) F (2) E (3) D (4) C (5) A

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, synonyms, antonyms, sentence completion, comprehension of a passage etc.

Q.1-2. Read each 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. The number of that part is the answer. If there is no error, the answer is 'No error'. (Ignore the errors of punctuation, if any).

Q.1. Most of the third world / country are experiencing / the ethnic or communal problem/
(1) (2) (3)
in varying degrees. / No error.
(4) (5)

Q.2. 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.3-4. Pick out from the words given below each sentence the word which would complete the sentence correctly and meaningfully.

Q.3. Continuous unemployment has induced in the people a kind of _____ which is most depressing.
(1) laziness (2) encouragement (3) satisfaction (4) anger (5) awakening

Q.4. He wants me to look _____ his garden during his absence.
(1) at (2) over (3) after (4) into (5) from

Q.5-10. In the following passage there are blanks, each of which has been numbered. These numbers are printed below the passage and against each, five words are suggested, one of which fits the blank appropriately. Find out the appropriate word in each case.

The true (5) of rights is duty. If we all (6) our duties, rights will not be (7) to seek. If leaving duties unperformed we run (8) rights, they will (9) us like an elusive person. The more we pursue them, the farther (10) they fly.

Q.5. (1) end (2) source (3) joy (4) purpose (5) power

Q.6. (1) deny (2) devote (3) discharge (4) imagine (5) fulfill

Q.7. (1) far (2) close (3) easy (4) against (5) common

Q.8. (1) as (2) after (3) at (4) from (5) for

Q.9. (1) hold (2) grab (3) fight (4) escape (5) chase

Q.10. (1) off (2) can (3) did (4) could (5) towards

GENERAL AWARENESS

This test is designed to measure your awareness about the past and present events.

Q.1. R. K. Laxman is famous for _____
(1) Painting (2) Cartoons (3) Screenplay Writing
(4) Film Direction (5) Other than those given as options

Q.2. "Kumbh-Mela" is held in our country after every _____
(1) 6 years (2) 10 years (3) 12 years
(4) 14 years (5) Other than those given as options

Q.3. 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

Q.4. Which of the following stands for I in IRDA ?
(1) Indian (2) International (3) Insurance (4) Income (5) Institute

Q.5. The famous Gomateshwar idol is in which of the following states ?
(1) Maharashtra (2) Madhya Pradesh (3) Uttar Pradesh (4) Orissa (5) Karnataka

Q.6. 'OSCAR AWARDS' are given for best performance in which of the following fields ?
(1) Literature (2) Science & Technology (3) Motion picture (4) Sports (5) Social Service

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 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.1. $\frac{24}{65} \times \frac{13}{56} \times \frac{5}{7} = ?$
 (1) $\frac{3}{49}$ (2) $\frac{15}{245}$ (3) $\frac{3}{77}$ (4) $\frac{15}{56}$ (5) Other than those given as options

Q.2. $(27 + 498) \div 25 = ?$
 (1) 17 (2) 25 (3) 21 (4) 12 (5) Other than those given as options

Q.3. 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

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 :

% of Employees Giving Different Ranks						
Attribute	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.4. Which attribute for promotion has received the highest rank ?
 (1) Perseverance (2) Seniority (3) Honesty (4) Sociability (5) Efficiency

Q.5. How many employees gave rank III to intelligence ?
 (1) 119 (2) 98 (3) 77 (4) 70 (5) 10

Q.6. Which attribute is considered the least important for promotion ?
 (1) Honesty (2) Intelligence (3) Perseverance (4) Efficiency (5) Sociability

TEST OF ENGLISH LANGUAGE - DESCRIPTIVE PAPER

Q.1. Write a letter on any **ONE** of the following

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

Q.2. 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.

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

- (1) The examination would be conducted on-line i.e. on a computer.
- (2) All tests except of English Language 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 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:

 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.*

- (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) ONLY Questions that are saved or marked for review after answering will 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 section during the examination as per the time allotted to particular tests.
- (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 Company.
- (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 duration of a particular test, the candidates will not be able to attempt any question or check their answers.
- (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 objective exam starts as this will lock the exam.**

DETAILS ABOUT PAPER II DESCRIPTIVE TYPE
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1. No separate login is required to take the test.
2. This test will start automatically upon auto-submission of objective test.
3. Questions will be displayed on computer monitor.
4. Only one question will be displayed at a time.
5. The questions will be in English and answers are to be typed in space provided for the same using keyboard.

Please Note : “While typing if you press the ‘Space bar’ and then press the ‘Enter’ key, the cursor will not move to next line. However if you press the ‘Enter’ key immediately after the last word, the cursor will move to the next line. You should also note in case the ‘Space bar’/ ‘Enter’ key is pressed multiple times in a single instance only a single keystroke (i.e. one space and one enter to the next line) will be taken by the system.”

During Objective Type Papers, Do not click on ‘Keyboard Keys’.

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 Company 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 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.** Currently valid photo identity proof may be PAN Card/Passport/Driving License/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/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 exam.** 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) Photograph and IRIS will be captured at the examination venue. The photo captured will be matched with the photo uploaded by the candidate in the application. You must NOT change your appearance from the photo uploaded by you. **(IRIS scan is introduced in lieu of Biometric thumb impression due to covid-19 situation to avoid circulation of infection with multiple thumb impressions). Decision of the IRIS 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 IRIS scanning / verification on any occasion may lead to cancellation of candidature. With regards to the same, please note the following:**
- (a) **'LEFT EYE (IRIS)' will be captured for all the candidates.**
- (b) **Candidates should remove Contact Lenses and Spectacles while capturing IRIS. Candidates are advised to avoid wearing contact lenses and prefer spectacles.**
- (c) **There is no touch involved in IRIS scanning. Half feet distance between scanner and eye will be maintained.**
(Any failure to observe these points will result in non-admittance for the examination)
- (8) For VI candidates, Biometric capture of right thumb impression will be done. If fingers are coated (stamped ink/mehndi/coloured...etc.), ensure to thoroughly wash them so that coating is completely removed before the examination day. (Any failure to observe these points will result in non-admittance for the examination). **Decision of the Biometric verification authority with regard to its status (matched or mismatched) shall be final and binding upon the candidates.**
- (9) 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. Company may take further action against such candidates as deemed fit by it.
- (10) You should bring with you a ball-point pen and ink stamp pad. 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.
- (11) 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.
- (12) 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.
- (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 recruitment process of the Company 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 Call Letter AND/OR informed via SMS/Mail on their registered mobile number/mail prior to exam date. 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 & one ink stamp pad
 - f. Exam related documents (Call Letter and Photocopy of the ID card stapled with it, ID Card in Original.)
 - g. Call 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 Call Letter 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 the 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 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.
- 11 In candidate registration:
 - a. Candidate registration will be done through photo capture and IRIS Scan (Biometric capture of Right thumb impression for VI candidates). 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 and IRIS capture 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.
 - 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, IRIS verification (Right Thumb Biometric verification for VI candidates) will be done for each candidate.
 - The candidates will be permitted to move out in an orderly manner one candidate at a time. Please wait for instructions from invigilator and do not get up from your seat until advised.

WISH YOU GOOD LUCK