



GENERAL INSURANCE CORPORATION OF INDIA

(Government of India Company)

ON-LINE EXAMINATION - RECRUITMENT OF HINDI OFFICER

INFORMATION HANDOUT

This handout contains details pertaining to various aspects of the online exam you are going to take and important instructions about related matters. You are advised to study the handout carefully as it will help you in preparing for the examination.

You may have to be at the venue for approximately 4 hours including the time required for identity checking, logging in, collection of the call letters, going through the instructions etc.

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

	Name of the test	Number of Questions	Maximum Marks	Duration
Part A (Objective)	Technical & Professional Knowledge Test in the relevant discipline	40	40	30 minutes
Part B (Objective)	Test of Reasoning Test of English Language Test of General Awareness Test of Quantitative Aptitude & Computer Literacy	20 20 20 20	20 20 20 20	60 minutes for all the tests together
Part C (Descriptive)	Test in English Language - Essay, Precise and Comprehension	3	30	60 minutes
	Total	123	150	

PART A & PART B

All tests except test of English Language will be provided in English and Hindi. Each Part - A, B and C is separately timed. You can attempt any question at any point of time only within 30/60 minutes as provided for respective part. All the objective 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, 1/4th of the marks assigned to that question will be deducted as penalty.**

PART C - DESCRIPTIVE PAPER (ENGLISH LANGUAGE)

Questions will be displayed on the screen of your computer. Answers are to be typed in English using the keyboard. Before start of typing answers to questions in Descriptive Paper please check all key functions of the keyboard. You will get 60 minutes to answer the Descriptive Paper.

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.
- (ii) The 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* (This is applicable if the exam for the same post is conducted in multiple sessions)

*Scores obtained by candidates on any test are equated to the base form by considering the distribution of scores of all the forms.

- (iii) Descriptive Paper (DP) Marks are added to the Objective Test.
- (iv) Testwise scores and scores on total is reported with decimal points upto two digits.

Note : Cutoffs will be applied on total score

The total marks of the examination will be 150 which includes 30 marks of the English Descriptive Section. Candidates will be shortlisted for Interview on the basis of overall marks scored in objective and descriptive section taken together against full marks of 150. Minimum Qualifying marks in the online test will be 60% for general & OBC and 50% for SC/ST.

Some sample questions are given below.

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

PART A (OBJECTIVE)

प्र.1-2. निम्न प्रश्नों में से हरेक में एक अंग्रेजी का वाक्य दिया गया है और फिर उसमें नीचे चार हिंदी वाक्य जो उस मूल अंग्रेजी वाक्य के अनूदित रूप हैं। आपको यह तय करना है कि अनुवाद की दृष्टि से कौनसा वाक्य उस मूल अंग्रेजी वाक्य का सही सही और उपयुक्त अनूदित है। उस वाक्य का क्रमांक ही आपके उत्तर के रूप में अंकित कीजिये। अगर कोई भी वाक्य अंग्रेजी का उचित अनुवाद नहीं लगता तो उत्तर (5) दीजिये अर्थात् दिए गए विकल्पों को छोड़कर अन्य।

प्र.1. Inflation indicates the rise in the price of a basket of commodities.

- (1) मुद्रास्फीति विविध वस्तुओं के समूह में मूल्य वृद्धि का प्रतीक होता है।
- (2) मुद्रा प्रसार वह है जो वस्तुओं के मूल्यों में हुई वृद्धि को बताती है।
- (3) वस्तुओं की टोकरी में अगर अलग अलग मूल्य वृद्धि हो तो उसे मुद्रा स्फीति कहेंगे।
- (4) वस्तु उपभोक्ता को जब बढ़े चढ़े दामों पर मिलने लगे तो उसे मुद्रा प्रसार माना जायेगा।
- (5) दिए गए विकल्पों को छोड़कर अन्य

प्र.2. This book provides its readers views of experts on three important aspects.

- (1) यह पुस्तक पाठकों को तीन महत्वपूर्ण पक्षों पर विशेषज्ञों की राय से अवगत कराती है।
- (2) पुस्तक में तीन अलग अलग रायें व्यक्त की गयी हैं।
- (3) विचारों पर अपनी राय देकर विशेषज्ञों ने पाठकों को अपना पक्ष स्पष्ट किया है।
- (4) पुस्तक अच्छी बन गयी है क्योंकि इसमें विशेषज्ञों की तीन राय दी गयी है।
- (5) दिए गए विकल्पों को छोड़कर अन्य

प्र.3-4. नीचे दिये गये प्रत्येक 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" ।

प्र.3. राजू की सारी बात नाना चुप्पी लगा कर सुनते रहे ।

- (1) मौन व्रत धारण किये गुनते 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.4. तुमने तो इतनी सेवा की है कि ईश्वर को हार कर तुम्हारा वचन निभाना पड़ा ।

- (1) तुम्हारी इच्छा पूरी करनी पड़ी (2) तुम्हें बाध्य करना पड़ा (3) तुम्हारी मजबूरी से लाभ उठाना पड़ा
(4) तुम्हारे लिये विवश होना पड़ा (5) संशोधन आवश्यक नहीं

PART B (OBJECTIVE)

TEST OF REASONING

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. 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.3. 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

TEST OF ENGLISH LANGUAGE

Q.1. 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).

Most of the third world / country are experiencing / the ethnic or communal problem/

- (1) (2) (3) No error.
in varying degrees. / (4) (5)

Q.2-4. 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 (2) of rights is duty. If we all (3) our duties, rights will not be (4) to seek.

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

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

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

TEST OF GENERAL AWARENESS

- Q.1.** 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.2.** R. K. Laxman is famous for _____
(1) Painting (2) Cartoons (3) Screenplay Writing
(4) Film Direction (5) Other than those given as options
- Q.3.** Which of the following stands for I in IRDA ?
(1) Indian (2) International (3) Insurance (4) Income (5) Institute

TEST OF QUANTITATIVE APTITUDE & COMPUTER LITERACY

- Q.1.** Sohanlal purchased 120 reams of paper at Rs.100 per ream. The expenditure on transport was Rs.480. He had to pay an octroi duty of 50 paise per ream and the coolie charges were Rs.60. What should be the selling price of each ream if he wants a profit of 20% ?
(1) Rs.126 (2) Rs.115.50 (3) Rs.105 (4) Rs. 120 (5) Other than those given as options

Q.2-3.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 :

Attribute	% of Employees Giving Different Ranks					
	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.2.** Which attribute for promotion has received the highest rank ?
(1) Perseverance (2) Seniority (3) Honesty (4) Sociability (5) Efficiency
- Q.3.** How many employees gave rank III to intelligence ?
(1) 119 (2) 98 (3) 77 (4) 70 (5) 10
- Q.4.** What is the full form of RAM ?
(1) Random Adaptive Mouse (2) Random Adaptive Memory (3) Random Access Memory
(4) Random Access Mouse (5) Other than those given as options

PART C (DESCRIPTIVE PAPER)

DESCRIPTIVE PAPER IN ENGLISH LANGUAGE - ESSAY, PRECISE & COMPREHENSION

- Q.1.** Write an essay on any **ONE** of the following topics
- Three effective measures to eradicate illiteracy in India. Explain how the measures suggested by you will be effective.
 - It is often said that computerization results in unemployment. Do you agree? Explain.

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

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

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

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

Q.3. English Comprehension based on a passage.

Other Instructions :

(A) Details of the On-line Examination Pattern

- (1) The examination will be conducted on-line i.e. on a computer.
- (2) Before clicking on the 'Start' option, the candidates can go through the instructions shown on the screen.
- (3) All tests except of English Language and Descriptive Paper will be in English and Hindi.
- (4) Only when the 'Start' button is pressed will the actual test time for objective test will start. On submission of objective test, the actual test time of descriptive Paper will start immediately.
- (5) Only one question at a time will be displayed on the screen.
- (6) All the objective questions will have multiple choices. Out of the five answers to a question only one will be the correct answer. **You will have to select the most appropriate answer and 'mouse click' that alternative which you feel is appropriate/ correct. The alternative/ option that is clicked on will be treated as the answer to that question.** Some descriptive questions may have internal choices.
- (7) 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 examination (objective and descriptive). When the clock runs out the exam ends by default - you are not required to end or submit your exam.

(8) The question palette at the right of the 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.



You have answered the question but marked it for review.

(9) 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.

(10) 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 and Next to save answer to current question and to go to the next question in sequence.
- c) Click on Mark for Review and Next to save answer to current question, mark it for review, and to go to the next question in sequence.

(11) To select your answer to an Objective Question, click on one of the option buttons.

(12) To change your answer to an Objective Question, click the other desired option button.

(13) To save your answer, you **MUST** click on **Save & Next**.

(14) To deselect a chosen answer to an Objective Question, click on the chosen option again or click on the **Clear Response** button.

(15) 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.

(16) To change an answer to an Objective Question, first select the question and then click on the new answer option followed by a click on the **Save & Next** button.

(17) Questions that are saved or marked for review after answering will **ONLY** be considered for evaluation.

(18) Sub-Sections in Part B will be displayed on the top bar of the screen. Questions in a Sub-Section can be viewed by clicking on the Sub-Section name. The Sub-Section you are currently viewing will be highlighted.

(19) After clicking the **Save & Next** button on the last question for a Sub-Section in Part B, you will automatically be taken to the first question of the next Sub-Section of Part B.

(20) You can move the mouse cursor over the Section names to view the status of the questions for that Section.

(21) You can shuffle between Sub-Sections of Part B any time during the 60 minutes allotted for Part B.

- (22) The candidates are requested to follow the instructions of the Test Administrator carefully. If a 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 Organisation.
- (23) 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.
- (24) After the expiry of time for respective section, the candidates will not be able to attempt any question or check their answers for that particular part. On completion of test time, answers of the candidates would be saved automatically by the computer system even if they have not clicked the "Submit" button.
- (25) You should bring with you a ball point pen. A sheet of paper will be provided which can be used for rough work or taking down the question number you would like to review at the end of the test before submitting your answers. After the objective test is over you may retain this sheet of paper for the descriptive test also. After both, objective and descriptive tests are over, you must necessarily return the sheet of paper provided for rough work to the test administrator before leaving the test premises.
- (26) Please note :
- Candidates will not be allowed to "finally submit" unless they have exhausted the actual test time of the examination (objective and descriptive).
 - Under no circumstances should a candidate click on any of the 'keyboard keys' during the objective test once the exam starts as this will lock the Objective Test exam i.e. Part A and Part B.

B] General Instructions:

- Please note date, time and venue address of the examination given in the call letter.
- 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.
- 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).
- You must scrupulously follow the instructions of the Test Administrator and Organisation Representative at the examination venue. If you violate the instructions you will be disqualified and will be asked to leave the examination venue.
- 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. You should **NOT** carry any of these inside the examination room.
- 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**. Please handover the call-letter alongwith photocopy of photo identity proof duly stapled together to the invigilator. Currently valid photo identity proof may be PAN Card/Passport/Permanent Driving Licence/Voter's Card/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-adhar 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. 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.

- (7) Biometric data (thumb impression and photograph) will be captured at the examination venue. 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 exam day.
 - (b) If fingers are dirty or dusty, ensure to wash them and dry them before the finger print (biometric) is captured.
 - (c) Ensure fingers of both hands are dry. If fingers are moist, wipe each finger to dry it.
 - (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 Organisation may take further action against such candidates as deemed fit by it.
 - (9) You should bring with you a ball-point pen. A sheet of paper will be provided which can be used for rough work or taking down the question number you would like to review at the end of the test before submitting your answers. After the test is over you **MUST** hand over this sheet of paper to the Test Administrator before leaving the venue.
 - (10) The possibility for occurrences of some problem in the administration of the examination cannot be ruled out completely which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include the conduct of another examination if considered necessary. Decision of the test conducting body in this regard shall be final. Candidates not willing to accept such change shall lose his/her candidature for this exam.
 - (11) If the examination is held in more than one session for the same post, 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 recruitment process of the Organisation 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.

IMPORTANT POINTS TO REMEMBER

You are advised to bring with you the following:

- (i) Call letter with photo affixed thereon and photo ID card in **Original** and photocopy as mentioned in point 6 above.
- (ii) One Ball point pen.

WISH YOU GOOD LUCK