



# RESERVE BANK OF INDIA

## RECRUITMENT OF OFFICE ATTENDANT – PANEL YEAR 2025

### INFORMATION HANDOUT FOR ONLINE TEST/ EXAMINATION

This handout contains details pertaining to various aspects of the online Test 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 Test.

The Online Test will comprise the following objective type multiple choice tests as stated below :

| Sr. No. | Name of Tests (Objective) | No. of Questions | Maximum Marks | Version (Medium of Examination) | Composite Time |
|---------|---------------------------|------------------|---------------|---------------------------------|----------------|
| 1       | Reasoning                 | 30               | 30            | *                               | 90 minutes     |
| 2       | General English           | 30               | 30            | English                         |                |
| 3       | General Awareness         | 30               | 30            | *                               |                |
| 4       | Numerical ability         | 30               | 30            | *                               |                |
|         | <b>Total</b>              | <b>120</b>       | <b>120</b>    |                                 |                |

\* All tests except test of General English will be provided in below mentioned languages.

| Sr. No. | Recruitment Office | Medium of Examination                        |
|---------|--------------------|----------------------------------------------|
| 1       | Ahmedabad          | English, Hindi & Gujarati                    |
| 2       | Bengaluru          | English, Hindi, Kannada & Konkani            |
| 3       | Bhopal             | English & Hindi                              |
| 4       | Bhubaneswar        | English, Hindi & Odia                        |
| 5       | Chandigarh         | English, Hindi & Punjabi                     |
| 6       | Chennai            | English, Hindi & Tamil                       |
| 7       | Guwahati           | English, Hindi, Assamese, Manipuri & Bengali |
| 8       | Hyderabad          | English, Hindi, Telugu & Urdu                |
| 9       | Jaipur             | English & Hindi                              |
| 10      | Kanpur & Lucknow   | English, Hindi & Urdu                        |
| 11      | Kolkata            | English, Hindi & Bengali                     |
| 12      | Mumbai             | English, Hindi, Marathi & Konkani            |
| 13      | New Delhi          | English & Hindi                              |
| 14      | Patna              | English & Hindi                              |

The version of tests will be English and language as applicable to the Office (under which application is registered). The questions will appear in English and the selected language as applicable to the Office.

In case of any discrepancy between the English and translated version/language. The translated version/ language shall be deemed as reference and English version shall prevail.

The time for the test is 90 minutes; however you may have to be at the venue for approximately 150 minutes including the time required for logging in, collection of the call letters, going through the instructions etc. All the questions will have multiple choices. Out of the five answers to a question only one will be the correct answer. **You have to select the most appropriate answer and 'mouse click' that alternative which you feel is appropriate/ correct. The alternative/ option that you have clicked on will be treated as your answer to that question. There will be penalty for wrong answers marked by you. For every wrong answer marked by you, 1/4th of the marks assigned to that question will be deducted as penalty.**

The Scores of Online Test 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 after applying penalty for wrong answers.
- (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) Test-wise scores and scores on total is reported with decimal points upto two digits.

Note : Cutoffs may be applied in two stages :

- (a) On scores in individual tests
- (b) On Total Score

**Please note that the types of questions in this handout are only illustrative and not exhaustive. In the actual Test 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 and also to judge your aptitude/ knowledge of working on computer. It contains questions of various kinds.

- Q.1. Directions :** In the following question, 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.  
(1) black (2) red (3) green (4) paint (5) yellow
- Q.2.** 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.3.** 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.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.** 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

### GENERAL ENGLISH

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.

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

### GENERAL AWARENESS

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

- 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.** "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.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

### NUMERICAL ABILITY

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 etc.

- Q.1-2. 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.**  $0.7 \times 0.5 = ?$   
 (1) 35 (2) 0.35 (3) 0.0035 (4) 0.035 (5) Other than those given as options
- Q.3.** 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.4.** 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.5.** 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

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

- (1) The examination would be conducted on-line i.e. on a computer.
- (2) The version of tests will be English and language as applicable to the office (under which application is registered). The questions will appear in English and the selected language as applicable to the Office.
- (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) **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 sections and questions anytime during the examination as per your convenience.
- (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 RBI.
- (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 90 minutes, 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 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. Latecomers 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 RBI 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.
- (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 handed over to the invigilator at the end of exam.** 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/Aadhaar/ E-Aadhaar 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. Staff candidates should bring the original Identity Card issued by RBI.** 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 at the examination venue before the start of examination. Decision of the Biometric data verification authority with regard to its status (matched or mismatched) shall be final and binding upon the candidates. **Refusal to participate in the process of biometric data capturing / verification on any occasion may lead to cancellation of candidature.** With regards to the same, please note the following :
  - (a) If fingers are coated (stamped ink/mehndi/coloured...etc), ensure to thoroughly wash them so that coating is completely removed before the examination day.
  - (b) If fingers are dirty or dusty, ensure to wash them and dry them before the thumb impression (biometric) is captured.
  - (c) Ensure fingers of both hands are dry. If fingers are moist, wipe each finger to dry them.
  - (d) If the primary finger (thumb) to be captured is injured/damaged, immediately notify the concerned authority in the examination centre.(Any failure to observe these points will result in non-admittance for the examination).
- (8) Your responses (answers) will be analysed with other candidates to detect patterns of similarity of right and wrong answers. If in the analytical procedure adopted in this regard, it is inferred/concluded that the responses have been shared and scores obtained are not genuine/valid, your candidature may be cancelled. Any candidate who is found copying or receiving or giving assistance or engaging in any behaviour unbecoming of a candidate will not be considered for assessment. RBI 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** handover this sheet of paper along with the Call Letter and photocopy of photo identity proof to the invigilator.
- (10) **Note for Person with Benchmark Disability (PwBD):**
  - (i) The additional/compensatory time of twenty (20) minutes for every hour of examination may be allowed to only those candidates with disabilities who have physical limitation to write/type including that of speed and who use the facility of a scribe. However, the additional/compensatory time of twenty (20) minutes for every hour of examination will be allowed to all the Visually Impaired (VI) candidates, regardless of whether they opt for scribe or self-writing or with the help of assistive devices like magnifier.
  - (ii) These candidates are also required to submit a Joint Undertaking/Declaration form that can be downloaded from the RBI website ([www.rbi.org.in](http://www.rbi.org.in)).
- (11) **Note for persons with specified disabilities covered under the definition of Section 2(s) of the RPwD Act, 2016 but not covered under the definition of Section 2(r) of the said Act, i.e. persons having less than 40% disability and having difficulty in writing:**
  - i) The compensatory time of twenty (20) minutes for every hour of examination may be allowed to those candidates with specified disabilities covered under the definition of Section 2(s) of the RPwD Act, 2016 but not covered under the definition of Section 2(r) of the said Act, i.e. persons having less than 40% disability and having difficulty in writing and who are eligible for getting scribe.
  - ii) These candidates are also required to submit the details of the own scribe as per proforma at Annex II which is given under the detailed notice of the advertisement for the captioned recruitment, available at the Bank's website ([www.rbi.org.in](http://www.rbi.org.in)).
- (12) 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 problems,

which may include movement of candidates, delay in test. The conduct of a re-exam is at the absolute discretion of the 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.

- (13) 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.
- (14) 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.
- (15) 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 RBI 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.
- (16) Candidates are advised to take note of "The Public Examinations (Prevention of Unfair Means) Act, 2024".

**ALL THE BEST !**