



RECRUITMENT - SENIOR ASSISTANT (C & O)

ONLINE 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.

You may have to be at the venue for approximately 4 hours including the time required for 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 test as stated below :

Part	Test	No. of Questions	Maximum Marks	Version	Time
I	Professional Knowledge	25	50	Bilingual English and Hindi	90 Minutes
	General Awareness/Knowledge	10	20		
	Verbal Ability and Reasoning	15	30		
	Quantitative/Mathematical Ability	15	30		
II	Descriptive test	3 1. Essay – 15 Marks 2. Comprehension – 15 Marks 3. Precis – 10 Marks	40	English	60 Minutes

All tests, except Descriptive test will be provided in English and Hindi. You can attempt any objective question at any point of time within 90 minutes. All the objective questions will have multiple choices. Out of the four 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 will be provided only in English. Descriptive questions will be displayed on the screen of your computer. Answers are to be typed using the keyboard. Please check all key functions of the keyboard, before starting typing answers to questions in Descriptive test. You will get 60 minutes to answer the questions in the descriptive test.

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

Note : Cutoffs may be applied in two stages :

- (i) On Total Score of objective tests.
- (ii) On total scores of objective and descriptive tests taken together.

Descriptive test will only be evaluated for those candidates who qualify in the objective type of tests and are placed adequately high as per total marks in the objective tests. Evaluation of descriptive tests will be in proportion to vacancies. The total marks of the examination will be 170 which includes 40 marks of the English Descriptive Section. Candidates will be shortlisted on the basis of overall marks scored in objective and descriptive section taken together against full marks of 170.

Please note that the types of questions in this handout are only illustrative and not exhaustive. Questions in the examination may be different in pattern and level of difficulty which are not described here.

Some sample questions are given below.

SAMPLE QUESTIONS

PROFESSIONAL KNOWLEDGE

(Questions will be broadly based on logistics management, supply chain management, transportation management, marketing management, operations management and international business and related areas)

- Q.1.** When transport is wholly owned or leased by the firm it is called _____
(1) Private Carrier (2) Common Carrier
(3) Contract Carrier (4) Exempt Carrier
- Q.2.** When goods are transported by truck and water it is called _____
(1) Piggy back (2) Fishy back (3) Train ship (4) Air truck
- Q.3.** Which one of the following is not the supply challenge being faced by the Indian organization ?
(1) IT implementation (2) Complex taxation structure
(3) Complex distribution structure (4) Smaller pack sizes
- Q.4.** In today's supply chain, there has been a shift in the power structure in a chain towards _____
(1) Distributors (2) Raw-material suppliers
(3) Retailers (4) Third-party logistics service providers
- Q.5.** Which of the following is not a component of 4 PL ?
(1) Control Room (Intelligence) (2) Resource Providers
(3) Information (4) Recycling
- Q.6.** Which of the following is not a part of Supply chain Management system ?
(1) Supplier (2) Manufacturer
(3) Information Flow (4) Competitor

GENERAL AWARENESS / KNOWLEDGE

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

- Q.1.** In which of the following states is the number of people living below poverty line the maximum ?
(1) Bihar (2) Andhra Pradesh (3) Uttar Pradesh (4) Orissa
- Q.2.** OSCAR awards are given for best performance in which of the following fields ?
(1) Films (2) Literature (3) Sports (4) Science
- Q.3.** Which of the following sector contributes maximum in deciding the growth in income of the states in India ?
(1) Energy (2) Transport and Tourism (3) Service (4) Agriculture
- Q.4.** R. K. Laxman is famous for ——
(1) Painting (2) Cartoons (3) Screenplay Writing (4) Film Direction

VERBAL ABILITY AND 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.** 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) Satyapriya is sometimes dishonest
- 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) Other than those given as options
- Q.3.** 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) Other than those given as options
- Q.4-8.** 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 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.4.** 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) Other than those given as options
- Q.5.** Play C cannot definitely be staged on which of the following days in addition to Tuesday ?
(1) Monday (2) Wednesday (3) Thursday (4) Other than those given as options

- Q.6.** Play D is between which of the following pairs of plays ?
 (1) C and E (2) E and F (3) A and E (4) Other than those given as options
- Q.7.** Which of the following plays is on Monday ?
 (1) E (2) A (3) F (4) Other than those given as options
- Q.8.** Which of the following plays immediately follows B ?
 (1) F (2) E (3) D (4) Other than those given as options

QUANTITATIVE/MATHEMATICAL 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.

Q.1-2. 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 and 3 can replace the question mark. If none of these three can replace the question mark, you will indicate (4) i.e. 'Other than those given as options' as your answer.

- Q.1.** $42 + 73 + 137 = ?$
 (1) 352 (2) 252 (3) 242 (4) Other than those given as options
- Q.2.** $20 \times \frac{1}{2} = ?$
 (1) 4 (2) 5 (3) 12 (4) 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) Other than those given as options

Also, there may be some questions based on graphs and tables.

Q.4-6. 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.4.** Which attribute for promotion has received the highest rank ?
 (1) Perseverance (2) Seniority (3) Honesty (4) Other than those given as options
- Q.5.** How many employees gave rank III to intelligence ?
 (1) 119 (2) 98 (3) 77 (4) Other than those given as options
- Q.6.** Which attribute is considered the least important for promotion ?
 (1) Honesty (2) Intelligence (3) Perseverance (4) Other than those given as options

DESCRIPTIVE PAPER (DP) IN ENGLISH LANGUAGE - ESSAY, PRECIS & COMPREHENSION

Q.1. Write an essay on any **ONE** of the following topics (in about 250 words) **(15 Marks)**

- 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. **(10 Marks)**

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. **(15 Marks)**

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 Descriptive test 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 test 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 four 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 status 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 :
- 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.
 - Click on Save and Next to save answer to current question and to go to the next question in sequence.
 - 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) Sections in the question paper 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 are currently viewing is highlighted.
- (19) 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.
- (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 Sections and questions any time during the time of objective examination as per your convenience.
- (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 examination (objective and descriptive), the candidates will not be able to attempt any question or check their answers. 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.

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.
- You must scrupulously follow the instructions of the Test Administrator and CONCOR 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.
- Please bring the call letter with your photograph affixed thereon, currently valid Photo identity proof in original and a self attested 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/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 Card with a photograph/Employee ID/Bar Council Identity card with photograph. **Please Note - Ration Card and E-adhar Card will NOT be accepted as valid ID proof for this examination.** 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 (left thumb impression) 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 (left 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) 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 self-attested photocopy as mentioned in point 6 above.
- (ii) One Ball point pen.

WISH YOU GOOD LUCK