



# **STATE BANK OF INDIA**

**CENTRAL RECRUITMENT & PROMOTION DEPARTMENT  
CORPORATE CENTRE, MUMBAI**

**RECRUITMENT OF SPECIALIST CADRE OFFICERS  
IN STATE BANK OF INDIA  
[ CRPD/SCO/2021-22/15 ]**

<b>Post code</b>	<b>Name of post</b>	<b>Grade</b>
1	Manager (Marketing)	MMGS-III
2	Deputy Manager (Marketing)	MMGS-II

**“ACQUAINT YOURSELF BOOKLET”**

## INTRODUCTION

This Booklet gives you detailed information about the competitive examination for recruitment of Specialist Cadre Officers in State Bank of India. This post was advertised on the Bank's website <https://bank.sbi/web/careers>. The terms and conditions, emoluments etc. were given in the advertisement No. CRPD/SCO/2021-22/15. You should ensure that you are eligible in respect of age, educational qualification, nationality as stipulated in the advertisement.

It contains details pertaining to various aspects of the online examination you are going to take and describes the kind of test which will be given to you in the examination. **The assessment will be done online.** You are advised to study this booklet carefully as it will help you in preparing for the examination.

## GENERAL INSTRUCTIONS

1. **Particulars to be Noted** : Please note carefully your Roll Number, Date of Exam, Reporting time and venue for the examination given in the call letter.
2. **Punctuality in Attendance** : You must report at the examination venue 15 minutes before the reporting time. Taking into account the Social Distancing norms, email and sms will be forwarded to you a day prior to the examination specifying the exact time of reporting to avoid over-crowding at the venue. However, common Reporting Time has been provided in the call letter. If you do not get any intimation prior to the exam through email or SMS, you should follow the Reporting Time printed in the call letter. Late comers will not be allowed to take the test.
3. **Call letter to be Surrendered** : Affix firmly a copy of your recent passport size photograph in the space provided for it in the call letter and bring it with you along with photo identity proof in original and a photocopy when you come to the venue for the examination. **You will not be permitted to appear for the examination if you come without the photo identity proof in original and a photocopy, call letter or without the photograph affixed on the call letter.** You will be required to sign on your call letter and affix your left hand thumb impression in the space provided for candidate's signature and thumb impression respectively in the presence of the invigilator in the examination hall. You must bring your own stamp pad for affixing your thumb impression. You should submit your call letter along with the photocopy of photo identity proof by putting it in the designated drop box at the end of the examination in the examination hall.
4. **Compliance with Instructions** : You should scrupulously follow the instructions given by test administrators and the invigilators at all the stages of the examination for which you have been called. If you violate the instructions you will be disqualified and may also be asked to leave the examination hall.
5. **Use of Books, Notes, Calculators & Cell Phones** : No calculator separate or with watch, cell phones, books, slide rulers, note books or written notes will be allowed inside the examination hall.
6. Do not leave your seat unless you are allowed.
7. **Use of Stationery** : You must bring stationery such as pencils, ball point pen, eraser, ink stamp pad with you.
8. **Rough work**: You should do all the necessary rough work on sheet provided. **After the test is over, you should submit the rough sheet(s)** by putting them in the designated drop box. Any candidate who does not return the above material or is found to attempt to take or pass on the questions or answers inside or outside the examination hall, will be disqualified and the Bank may take further action against him/ her as per rules of the Bank.
9. **Copying / Misconduct / Unfair Practices** : If a candidate is/has been found guilty of –
  - i) Copying or allowing copying;
  - ii) Using unfair means during the test;
  - iii) Impersonating or procuring impersonation by any person;
  - iv) Misbehaving at the examination venue;
  - v) 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.

- vi) Resorting to any other irregular or improper means;
- vii) Obtaining support of his/her candidature by any means.

He/she will, in addition to rendering himself/herself liable to criminal prosecution, be liable to,

- (a) Disqualification from selection process.
- (b) Be debarred permanently/for specific period from any examination or selection by the Bank.

Candidates are warned against filling up/furnishing false, tampered/fabricated information or suppressing material information.

The Bank would be analyzing the responses of a candidate with other appeared candidates to detect patterns of similarity. On the basis of such an analysis, if it is found that the responses have been shared and scores obtained are not genuine/valid, the Bank reserves the right to cancel his/her candidature.

10. Following items will not be allowed inside the examination hall (Lab) :-

Any stationery item like textual material (printed or written), bits of papers, Geometry/Pencil Box, Plastic Pouch, Calculator, Scale, Writing Pad, Pen Drives, Log Table, Electronic Pen/Scanner, Any communication device like Bluetooth, Earphones, Microphone, Pager, Health Band etc. Other items like Goggles, Handbags, Hair-pin, Hair-band, Belt, Cap, Any watch/Wrist Watch, Camera, Any metallic item, Any eatable item opened or packed, water bottle (only transparent water bottle is allowed), Any other item which could be used for unfair means for hiding communication devices like camera, bluetooth devices etc.

- 11. You are advised to avoid wearing ornaments like Ring, Earrings, Nose-pin, Chain/Necklace, Pendants, Badge, brooch etc.
- 12. 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. Any candidate who is found either copying or receiving or giving assistance will be disqualified
- 13. The PWD candidates, who want to use facility of scribe, are required to submit a Declaration form (Scribe declaration form) that can be downloaded from the Bank's website.
- 14. **Travelling Allowance shall not be paid : No travelling allowance or other expenses in connection with the examination will be paid.**
- 15. 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 movement of the candidates from one venue/lab/computer (node) to others and reconduct of the examination if considered necessary.
- 16. **At the venue, Candidate registration will be done through photo capture and IRIS scan. Photo captured will be matched with the photo uploaded by the candidate in the application.**

**IRIS Scan**

IRIS will be scanned at the examination venue. (IRIS capture will be done at the time of registration and verification will be done at the end of examination.) 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.

For VI candidates, Biometric capture of right hand thumb impression will be done. If fingers are coated (stamp ink/mehndi/colour...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.**

## Online Examination :

### PATTERN OF ONLINE WRITTEN EXAMINATION:

Part	Name of the test		No. of Qs.	Max. Marks	Duration	Version
A.	<b>Objective Test</b>					
	1	Quantitative Aptitude	60	60	120 minutes	Bilingual
	2	Reasoning	70	70		
	3	General Awareness/Marketing Skills	70	70		
<b>Total (A)</b>		<b>200</b>	<b>200</b>			
B.	<b>Descriptive Test</b>					
	English Knowledge Test (Letter Writing and Essay)		2	50	30 minutes	English

- Candidates are required to qualify in each of the objective tests and descriptive test by securing minimum passing marks. The minimum passing marks will be as decided or may be waived at the discretion of Bank. The questions will be bilingual i.e. in Hindi & English except English Knowledge Test which will be in English only. The candidates will have option to answer the questions in Hindi or English (except for test of English Language).
- To be eligible for being short-listed for interview, candidates have to score equal to or above the cut-off marks to be decided by the Bank.

**Interview:** Adequate number of candidates as decided by the Bank will be called for Interview based on performance in online written test. Interview will carry maximum 25 marks. The qualifying marks in Interview will be as decided by the Bank.

**Candidates will have to qualify both in written exam and interview separately.**

**Merit List:** The final merit list will be arrived at after aggregating the marks of online written test (out of 250 marks) and interview (out of 25 marks). Weightage of score in final merit will be as under:

Process	Weightage Pattern
Online Written Test	75%
Interview	25%

The selection will be made from the Top merit ranked candidates in each category.

**Note:** - In case more than one candidate score the cut-off marks (common marks at cut-off point), such candidate will be ranked according to their age in descending order in the merit list.

**Penalty for Wrong Answers:** There will be penalty for wrong answers marked in Objective Tests. For each question for which a wrong answer has been given by the candidate, 1/4th of marks assigned to that question will be deducted as penalty to arrive at corrected score. If a question is left blank, i.e. if no answer is marked by candidate, there will be no penalty for that question.

## Sample Questions for Examination

Below are given some sample questions for each of these tests. The type of questions are only illustrative and not exhaustive. In actual test you may find questions on some or all these types and also questions on the type not mentioned here.

### 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 etc.

**Q.1-3.** Study the following table carefully and answer the questions given below —

**Distribution of 1000 candidates as regards their marks in written examination  
out of 300 and interview out of 100 in a selection examination**

Written Examination Marks	INTERVIEW MARKS					
	Below 30	30-39	40-49	50-59	60-69	70 & above
260 & above	8	18	26	18	26	4
210 to 259	5	4	30	22	10	9
160 to 209	16	10	45	56	18	9
110 to 159	28	42	100	190	15	5
60 to 109	35	115	20	8	7	5
Below 60	32	32	20	4	6	2

- Q.1.** How many candidates did obtain more than 69 percent marks and above in both written examination and interview ?  
(1) 22      (2) 49      (3) 13      (4) 9      (5) Other than those given as options
- Q.2.** If approximately 325 candidates were to be qualified in the written examination, what should be the percentage of the qualifying marks ?  
(1) above 20    (2) above 70    (3) above 36    (4) above 63    (5) Other than those given as options
- Q.3.** About 42 percent of the candidates fall in which of the following ranges of the interview marks ?  
(1) 110-159    (2) 110 & below    (3) 50 to 70    (4) 50 & above    (5) Other than those given as options

Some of the questions may require arithmetical reasoning. For example :

- Q.4.** At 10 paise each, how many paise will 6 lemons cost ?  
(1) 6      (2) 10      (3) 60      (4) 610      (5) Other than those given as options
- Q.5.** Which of the following can be exact multiple of 4 ?  
(1) 27114    (2) 58204    (3) 48402    (4) 32286    (5) Other than those given as options
- Q.6.** 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

### REASONING

This is a test to see how well you can think and also to judge your aptitude/ knowledge for working with computer. 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 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 'A \* B' means 'add B to A', 'A / B' means 'subtract B from A', 'A # B' means 'divide A by B' and 'A @ B' means 'multiply A by B'; which of the following gives the average sales of two days where  $S_1$  and  $S_2$  are the sales of the first and the second day respectively ?
- (1)  $(S_1 + S_2) / 2$                       (2)  $2 \# (S_1 * S_2)$                       (3)  $(S_1 * S_2) / 2$   
 (4)  $(S_1 @ S_2) / (S_1 * S_2)$                       (5) Other than those given as options
- Q.4.** Every person above eighteen years of age who is registered as a voter, can vote. To find out whether Madhu, who was born twenty years ago, can vote, which of the following further information is needed ?
- (I) Madhu's date of birth                      (II) Whether Madhu is registered as a voter  
 (1) Only I                      (2) Only II                      (3) Either I or II                      (4) Neither I nor II                      (5) Both I and II
- Q.5.** In each question below are given two statements followed by two conclusions numbered I and II. You have to take the two given statements to be true even if they seem to be at variance from commonly known facts, consider the two conclusions; together and then decide which of the given conclusions logically follows from the two given statements, disregarding commonly known facts.
- Statements : All machines are windows. All windows are clouds.  
 Conclusions : I. All machines are clouds.  
 Conclusions : II. All clouds are machines.
- (1) None follows                      (2) Only I follows                      (3) Both I & II follow  
 (4) Only II follows                      (5) Either I or II follows

### GENERAL AWARENESS / MARKETING SKILLS

- Q.1.** Who among the following is the director of the film "Lagaan" ?  
 (1) Sanjay Leela Bhansali                      (2) Vasant Govarikar                      (3) Karan Johar  
 (4) B. R. Chopra                      (5) Other than those given as options
- Q.2.** Why we cannot see the objects in the dark ?  
 (1) These objects emit light  
 (2) These objects absorb light  
 (3) There is no light coming to our eyes from these objects  
 (4) The light gets obstructed by the darkness.  
 (5) Other than those given as options
- Q.3.** Which of the following samples of water can be termed as pure water ?  
 (1) Water in which alum is added                      (2) Clean water  
 (3) Filtered water                      (4) No other substance added to it  
 (5) Other than those given as options
- Q.4.** Which of the following marketing strategies is NOT suitable for rural markets?  
 (1) Economy pricing                      (2) Classy packaging                      (3) Promotional pricing  
 (4) Small unit/low pricing                      (5) Value for money pricing
- Q.5.** Which of the following theories of Personal Selling emphasizes that the buyer's needs or problems receive major attention, and the salesperson's role is to help the buyer to find solutions?  
 (1) "Impulse buying" theory of selling                      (2) 'AIDAS' theory of personal selling  
 (3) "Buying Formula" theory of selling                      (4) "Behavioural Equation" theory of selling  
 (5) "Right Set of Circumstances" theory of selling


### 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 in about 250 words:
- Measures to eradicate illiteracy in India
  - Importance of Financial Planning
  - Financial Inclusion


## Details about Online Test Pattern


1. A **login screen** will be displayed to the candidate. The candidate has to log in using his/her User ID and Password which is provided on the Call Letter.
2. After logging in Candidate's profile (Name, Roll No. & photograph etc.) will be displayed and the candidate has to confirm the same by clicking on the 'I confirm' button confirming the profile is correct.
3. Thereafter the instructions will be displayed on the screen.
4. A candidate should read the instructions carefully and indicate that he has done so by 'checking' (click) the box at the bottom of the screen, after which '**I am ready to begin**' button is activated.
5. After clicking on the 'I am ready to begin' button the actual **test time** will begin.
6. In Online Examination, Objective Text will contain 200 Questions and each question is followed by 5 alternatives / options.
7. The questions except those on English Language will be available in Hindi and in English. In order to view a given question in the other language, a candidate can click on the 'view in' drop down box and select the desired language.
8. Only one question will be displayed at a time.
9. In order to answer a question, the candidate has to 'mouse click' the option he/she thinks is appropriate/ correct. **The alternative which has been clicked on will be highlighted and shall be treated as the answer given by the candidate for the question.**
10. After selecting an answer for a question the candidate should click on the '**SAVE & NEXT**' button to save his answer and proceed to the next question. **Note that without clicking on 'Save & Next' button the answer selected for a question will not be saved.**
11. In case a candidate does not wish to attempt the question then he/ she should not click on any option for that question. A candidate can choose to deselect his/her answer for a particular question by clicking on the '**CLEAR RESPONSE**' button provided against each question.
12. In case a candidate wants to skip a particular question and return to it later before submitting his/her test or a candidate 'clicks' (selects) an answer for a particular question but wishes to review it later, he/she may note down the question number on the sheet provided.  
  
In such cases the candidate may also click on the '**MARK FOR REVIEW & NEXT**' button. In case an answer has been selected for a particular question which has been marked as '**MARK FOR REVIEW & NEXT**', the answer marked will be taken for final evaluation.
13. The question numbers of attempted and unattempted questions are also shown to the right of the screen. A candidate can then click on any of the question numbers to view the question, in order to attempt/ revise his/her answer to the question.
14. The Question Palette displayed on the right side of screen will show the status of each question using one of the following symbols :

 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 for a question simply indicates that you would like to look at that question again. *If a question is answered and Marked for Review, your answer for that question will be considered in the evaluation.*

15. **Candidates are not permitted to submit their answers before the entire test duration for online exam, is over.**
16. **A candidate can navigate between questions within test by clicking on the question number displayed to the right of the screen.**

17. When a candidate clicks on a particular question, it takes some time for the question to appear. The time lost is not deducted from the total time allotted for the test.
18. **Under no circumstances should a candidate click on any of the 'keyboard keys' once the exam starts as this will lock the exam.**

### **About the Submission**

1. Candidates are not permitted to submit their answers before the entire test time is over.
2. **A candidate can only change his/her answer before clicking the 'Submit' button.**
3. After the expiry of the exam duration, candidates will not be able to attempt any question or check their answers. A candidate's answers would be automatically saved by the computer system even if he has not clicked the 'Submit' button.

### **Details about Descriptive Paper**

1. Immediately after online objective test, Descriptive Paper will be administered online.
2. Candidates will have to answer Descriptive Paper by typing on the computer.
3. Candidates are allowed to use key board to type their answer.
4. Spellcheck facility will not be available for candidates.
5. Candidates can submit their answer paper only after completion of test time i.e. 30 minutes only.

### **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 adheres 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.**
- 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 (Candidates must bring their own water bottle)**
  - d. **Personal hand sanitizer (50 ml)**
  - e. **A simple pen, pencils, erasers and ink stamp pad.**
  - f. **Exam related documents (Call Letter and Photocopy of the photo ID card stapled with it, same ID Card in Original.) The name on the ID and on the Call Letter should be exactly the same.**
  - g. **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/her 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 this Call Letter) and show the same to the Security Guard at the entry into the exam venue. Candidates with Moderate or High Risk Status on AarogyaSetu App will not be allowed entry. In case any of the responses in declaration suggest COVID 19 infection/symptoms, the candidate will not be permitted inside the exam venue. (If candidate is availing services of a Scribe, then Scribe should also follow the same instructions).
- 9 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.
- 10 All candidates (and Scribe, if applicable) will be checked with Thermo guns at the entry point for temperature. In case, any person is observed to be having above normal temperature ( $> 99.14^{\circ}$  F) or displaying any symptoms of the virus, they will not be allowed entry into the venue.
- 11 In candidate registration:
- Candidate registration will be done through photo capture and IRIS Scan (Biometric capture of Right hand thumb impression for VI candidates). Photo captured will be matched with the photo uploaded by you in the application. You must NOT change your appearance from the photo uploaded by you. (Photograph of scribe will also be captured).
  - Photograph and IRIS capture will be taken while candidate is standing.
  - 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 letters 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 along with the Call Letter and photocopy of ID proof.
  - Candidate must drop the rough sheets, call letters, 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**