



INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

INFORMATION HANDOUT FOR PHASE-II: MAIN ONLINE – OFFLINE EXAMINATION (DESCRIPTIVE) FOR RECRUITMENT OF ASSISTANT MANAGER

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

The examination will comprise the following Descriptive type test as stated below :

Name of Paper	Type of Paper	Version	Marks	Time
Paper I : English	Descriptive (Questions will appear on screen and answers have to be written on answer sheets)	Bilingual i.e. Hindi and English except test of English	100	60 minutes
Paper II : Economic and Social Issues impacting Insurance			100	60 minutes
Paper III : Insurance and Management			100	60 minutes
	TOTAL		300	180 Minutes

You must report at the examination venue 15 minutes before the time as printed on the Call letter. The time for the test is 180 minutes; however, you may have to be present at the venue for approximately 240 minutes including the time required for logging in, collection of the call letters, going through the instructions etc. All the tests except test of English will be made available in English and Hindi. Tests are separately timed. You have to attempt particular paper during the time allotted to that paper only.

Descriptive paper will be provided in English and Hindi except test of English. Descriptive questions will be displayed on the screen of your computer. Answers are to be written on separate answer sheets which will be provided at exam venue.

Syllabus for Phase II - Descriptive Examination:

1. Paper I – English

- Essay;
- Precis writing;
- Comprehension and Business/Office Correspondence.

2. Paper II – Economic and Social issues impacting insurance

- Economic Growth, business cycles and insurance penetration, impact of age structure on economy, application of utility theory to insurance premium setting, macroeconomic factors including catastrophes and pandemics that may impact insurers and insurance markets;
- Financial markets, Financial Institutions and financial services integration and risks arising from interconnectedness; systemic risk and concentration risk;
- Economic capital and risk based capital requirements, economic impact of risk transfer arrangements including reinsurance, contribution of Insurance sector to sustainable and responsible development of economy, Insurance Investments in Infrastructure sector;
- Economic reforms in India leading to Insurance sector reforms, Insurance regulation - financial and market conduct regulations, functions of IRDAI, role of an Actuary, de-tariffing in India, motor business and Indian experience, changing Insurance Regulations/Laws and FSLRC;
- Social structure in India, Insurance in rural and social sectors and obligations of Insurers thereto, Indian Micro-Insurance experience, Social security laws and implementation thereof. RSBY - Health insurance scheme for Below Poverty Line (BPL) families.

3. Paper III - Insurance and Management

Part 1 - Insurance

- a) History of Indian Insurance, principles of Insurance;
- b) Risk and uncertainty, pooling and diversification of risk, Indemnity and Insurable interest;
- c) Legal foundations of Insurance, basics in Group/Health Insurance/Pensions; Intermediation: role in **mobilizing** savings, evolution of various types and Bancassurance in India;
- d) Functions performed by Insurers: Product design, pricing, distribution, underwriting, claims, Investment and Reinsurance;
- e) Insurance lines and products: Property-Liability, Life Insurance and Annuities and Health Insurance; Liability risks and Insurance, valuation and Solvency requirements, Specialist Insurance lines in India - Agricultural and Export Credit Guarantee; Reinsurance, GIC of India, obligator sessions and retention of risk within the Country.

Part 2 - Management

- a) Its nature and scope;
- b) Management Processes - Planning, **Organization**, Staffing, Directing and Controlling; role of a Manager in an **Organization**;
- c) Leadership: The tasks of a leader; leadership styles; leadership theories; A successful leader versus an effective leader;
- d) Human Resource Development- Concept of HRD; Goals of HRD; Career Planning – Training and Development;
- e) Performance Appraisal - Potential appraisal and development - feedback and performance counselling - rewards - employee welfare;
- f) Motivation, Morale and Incentives: Theories of Motivation; How Managers Motivate; Concept of Morale; Factors determining morale; Role of Incentives in Building up Morale;
- g) Communication: Steps in the Communication Process; Communication Channels; Oral versus Written Communication; Verbal versus non-verbal Communication; upward, downward and lateral communication; Barriers to Communication;
- h) Role of Information Technology;
- i) Corporate Governance: Factors affecting Corporate Governance; Mechanisms of Corporate Governance.

(A) Details of the On-line-Off-line Examination Pattern (Descriptive)

- (1) The examination would be conducted in on-line-offline mode i.e. question papers will be displayed on a computer and answers are to be written on answer sheets.
- (2) All tests except test of English will be in English and Hindi. Answers are to be written **completely** either in Hindi or English except **for** the test of English.
- (3) The candidate's profile (name, roll no. etc.) will be displayed and the candidate has to confirm the same by clicking on the 'I Confirm' button if the profile is correct. Thereafter the instructions will be displayed on the screen. The candidate should ensure that the profile displayed on the screen is that of himself / herself. In case of any discrepancy, the same may be brought to the notice of the Test Administrator/Invigilator prior to the start of examination
- (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 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 INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA (IRDAI).
- (6) 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.
- (7) Tests are separately timed. You can attempt particular paper during the time allotted for that paper only.

- (8) After the expiry of 180 minutes, the candidates will not be able to attempt any question **and the screen will get locked. The candidate has to stop writing the answers at the end of the time. Any candidate found writing the exam after the end of the time will be disqualified.**
- (9) **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.**
- (10) **Please note for Descriptive type paper :**
- a) **No separate login is required to take the paper.**
 - b) **Questions will be displayed on computer monitor.**
 - c) **Answers have to be written on answer sheets.**
 - d) **Attempt paper as per the time allotted for that paper.**
 - e) **Do not copy down the question on the answer booklet. Mention the correct question number and correct sub-question number, only for which you are writing the answer.**

[B] General Instructions:

- (1) Please note Date, Reporting time and Venue address of the examination given in the call letter.
- (2) You may visit the venue one day before the Online Examination to confirm the location so that you are able to report **on time** (as printed on the call letter) on the day of the examination. Late comers will not be allowed.
- (3) The call letter should be brought with you to the examination venue along with your recent passport size photograph duly pasted on it. (Preferably the same photograph as was as uploaded).
- (4) You must scrupulously follow the instructions of the Test Administrator and INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA (IRDAI) 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), smart watches or any other electronic device will be allowed during the examination.
- (6) 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 test center.(Any failure to observe these points will result in non-admittance for the examination).
- (7) Please bring the call letter with your photograph affixed thereon, **along with** currently valid Photo identity proof in original and a photocopy of the same ID proof which you bring in original - THIS IS ESSENTIAL. **The call-letter along with photocopy of photo identity proof duly stapled together are to be submitted to the Invigilator.** Currently valid photo identity proof may be PAN Card/Passport/Driving Licence/Voter's Card with photograph/Bank Passbook with photograph/Photo Identity proof issued by a Gazetted Officer on **their** official letterhead/Photo Identity proof issued by a People's Representative on **their** official letterhead/Valid recent Identity Card issued by a recognized College/University/ Aadhar/E-Aadhar Card with a photograph/Employee ID in original/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 project.** 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 original Gazette notification/their original marriage certificate/ affidavit in original.**

- (8) Your responses (answers) will be analyzed 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 behavior unbecoming of a candidate will not be considered for assessment. The INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA (IRDAI) may take further action against such candidates as deemed fit by it.
- (9) You should bring with you a ball-point pen. You may bring your own ink stamp pad (blue/black ink) with you. 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 submit this sheet of paper along with the Call Letter to the Invigilator.
- (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, 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 is required if the nodes capacity is less or some technical disruption takes place at any center or for any candidate.
- (12) 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 unauthorized possession of test content is likely to be prosecuted.
- (13) 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 INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA (IRDAI)'s recruitment process 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.
- (14) Candidates are advised to take note of "The Public Examinations (Prevention of Unfair Means) Act, 2024".
- (15) **Please read instructions related to Social Distancing given below.**

INSTRUCTIONS WITH REGARD TO SOCIAL DISTANCING

- 1 Candidate is required to report at the exam venue strictly as per the time slot mentioned in the Call Letter. Latecomers will not be allowed to take the test.
- 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**
 - b. **Personal hand sanitizer (50 ml)**
 - c. **A simple pen and ink stamp pad (blue/black)**
 - d. **Exam related documents (Call Letter and Photocopy of the ID card stapled with it, ID Card in Original)**
 - e. **In the 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 a candidate is availing services of a scribe, then scribe also should bring their own Mask.
- 8 On completion of examination, the candidates should move out in an orderly manner without crowding as instructed by the venue staff.

WISH YOU GOOD LUCK!