



INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

RECRUITMENT OF JUNIOR OFFICERS

INFORMATION HANDOUT FOR DESCRIPTIVE EXAMINATION

PHASE - II

(1) Scheme of Phase-II Examination :

The examination details are as follows :

Name of Paper	Time	Version	Marks
Paper-I : English	90 minutes	Only English	100
Paper-II : Economic and Social Issues impacting Insurance	90 minutes	Bilingual Hindi and English *	100
Paper-III : Insurance and Management	90 minutes		100

* Questions will be presented in Hindi and English and displayed on computer screen and candidates can answer all questions entirely in one language -either Hindi or English.

After the expiry of 90 minutes for Paper I, screen will show Paper II without any break. You must stop writing Paper I immediately at that point and start writing Paper II on the answer sheet provided for Paper II. Answer paper for Paper I and Paper II will be given simultaneously. You should fill basic information on the cover page of both answer papers. Paper I should be submitted after first 90 minutes.

The Phase-II examination will be conducted on **3rd April 2014**, only for the candidates who are shortlisted on the basis of results of Phase-I examination. This examination will be in two shifts. Candidates are required to appear in both the shifts. **SEPERATE ADMISSION LETTERS SHOULD BE DOWNLOADED FOR MORNING AND AFTERNOON SHIFTS** from IRDAI website. The time of Phase-II examination/shifts and venue of examinations is indicated in both the Admission Letters.

All papers of Phase-II (except the paper on English) will be set bilingually in Hindi and English. Candidates will have the option to answer questions entirely in either Hindi or in English. Paper-I English should be answered only in English.

The time for the examination in morning and afternoon shift is 180 and 90 minutes respectively; however, you may have to be at the venue for approximately 230 and 140 minutes respectively, including the time required for attendance marking, submission of admission letter with photocopy of the photo ID proof, logging in, etc.

You will be required to write the answers on separate answer-paper which will be specially provided for this purpose. Questions will be displayed on the screen of your computer. Answers are to be written using ball point pen on separate answer-paper provided to you. Before start of writing answers to questions in Descriptive Paper please write all the details such as Name, Roll No. etc. only on cover page of answer-paper. Except at specified places on cover page, at no other place/page, name, roll no, signature should be put . If any such writing is observed on the answersheet, the answerpaper will not be taken up for evaluation beside cancelling the candidate for recruitment process. Also sign in the space provided & obtain the invigilator's signature. Start writing answers only after getting the instruction from invigilator. while writing the answers please remember to write correct Question No. without which the answers may not be evaluated. All answers for II and Paper III are to be written in one language only i.e. either Hindi or English. Paper-I should be answered only in English. No additional paper will be provided so plan the matter of answers accordingly.

Syllabus for Phase-II examination:

The given syllabus is only indicative and not exhaustive. Keeping in view that candidates from different areas of study apply for the post, the questions in Papers I and II will be of foundation standard.

(i) Paper I–English:

- (a) Essay;
- (b) Precis writing;
- (c) Comprehension and Business/Office Correspondence.

(ii) Paper II–Economic and Social Issues impacting Insurance:

- (a) 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;
- (b) Financial markets, Financial Institutions and financial services integration and risks arising from interconnectedness; systemic risk and concentration risk;
- (c) 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
- (d) 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.
- (e) 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.

(iii) 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 mobilising 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, Organisation, Staffing, Directing and Controlling; role of a Manager in an Organisation;
- (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 Examination Pattern

- (1) Questions will be shown on the computer screen (online). Answers are to be written on separate answer paper which will be specially provided for this purpose.
- (2) Paper I (English Language) will be made available only in English. Paper II and III will be made available in English and Hindi.
- (3) 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. When the time ends, the answer paper will also be collected.
- (4) 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



You have answered the question but marked it for review.

The Marked for Review status simply acts as a reminder that you have set to look at the question again.

- (5) 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.
- (6) To mark a question for review click on **Mark for Review & Next**.
- (7) Test name(s) will be displayed on the top bar of the screen. Questions in a test can be viewed by clicking on the test name. The test you will view will be highlighted.
- (8) You can move the mouse cursor over the test names to view the status of the questions for that test.

- (9) You can shuffle between questions during the stipulated examination time as per your convenience.
- (10) 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 IRDAI.
- (11) 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.

B] General Instructions:

- (1) Please note date, time and venue address of the examination given in the Admission Letter.
- (2) You may visit the venue one day before the Examination to confirm the location so that you are able to report **on time** (as printed on the Admission Letter) on the day of the examination. Late comers will not be allowed.
- (3) The Admission 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).
- (4) You must scrupulously follow the instructions of the Test Administrator and 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) **Both** the Admission Letters (for Morning and Afternoon shifts) should be brought with you to the examination venue along with your recent passport size photograph duly pasted on **each of them**. (Preferably the same photograph as was uploaded).
- (6) 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.
- (7) Please also bring currently valid photo identity proof in original and **two photocopies** of the same photo identity proof which you bring in original - **THIS IS ESSENTIAL. Candidates coming without these documents will not be allowed to take the test.** During each shift, please hand over the respective Admission Letter stapled with one photocopy of the photo identity proof, to the invigilator. Currently valid photo identity proof are PAN Card/Passport/Driving License/Voter's Card/Bank's Passbook with photograph/Photo Identity proof issued by a Gazetted Officer or 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 Photo Identity card. Please Note - Ration Card and E-aadhar Card will NOT be accepted as valid ID proof for this exam. **Photo ID should be valid as on the day of exam.** Please note that your name (provided by you during the process of registration) as appearing on the Admission Letters 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 Admission Letters 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.**
- (8) Your responses (answers) will be analysed with other candidates to detect patterns of similarity. If in the procedure adopted in this regard, it is inferred/concluded that the responses have been shared, 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 IRDAI may take further action against such candidates as deemed fit by it.
- (9) You should bring with you a ball-point pen. You will be required to write your answers using ball point pen. Same type /same ink ball point pens to be brought. In case you are required to change / use different type ink / ball point pen which is being used for writing answers, the signature of invigilator should be obtained.

- (10) 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 problem, which may include movement of candidates, delay in test. Conduct of a re-exam is at the absolute discretion of 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.
- (11) 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 examination content is likely to be prosecuted.
- (12) 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 IRDAI 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 affect.

IMPORTANT POINTS TO REMEMBER

You are advised to bring with you the following:

- (i) Admission Letters with photo affixed thereon and photo ID card in **Original** and photocopy as mentioned in point 7 (Separate for each session).
- (ii) You will be required to write your answers using ball point pen. Same type /same ink ball point pens to be brought. In case you are required to change / use different type ink / ball point pen which is being used for writing answers, the signature of invigilator should be obtained.

WISH YOU GOOD LUCK