



कर्मचारी राज्य बीमा निगम
श्रम एवं रोजगार मंत्रालय, भारत सरकार
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt of India)



पंचदीप भवन, सी० आई० जी० मार्ग, नई दिल्ली
Panchdeep Bhawan, CIG Marg, New Delhi-02
Email : jd-rectt@esic.nic.in
Website : www.esic.gov.in

ONLINE EXAMINATION

FOR PROMOTION OF:

1. SOCIAL SECURITY OFFICER (SSO)
2. ASSISTANT/HEAD CLERK
3. UPPER DIVISION CLERK (UDC)
4. LOWER DIVISION CLERK (LDC)
5. PERSONAL ASSISTANT

Date of Examination: 5th July 2025

INFORMATION HANDOUT

INTRODUCTION:

1. This Handout describes the kind of tests which will be given to you in the Online Examination.
2. The examination comprises an Objective type (on-line) test. Special attention should be paid on objective type test, since this is different from the usual school/college examinations.
3. In objective type tests, for the questions, answers are not to be written in words or sentences. There is more than one answer suggested for each question. These are shown against each question. Of these, there is only ONE right answer. You have to select the right answer from amongst the given answers.

Structure of the test for the post of Social Security Officer (SSO)

Sr. No.	Name of the Test/Paper	No. of Questions	Max. Marks	Version	Duration
1	ESI Act, Local Office/Accounts/Medical/Recovery manual, Drafting & Office Procedure,	100	100	Bilingual i.e. Hindi and English	120 Minutes
2	FR/SR/GFR/Pension/Conduct Rules and Book Keeping	100	100		120 Minutes
3	Administrative Law & Principles of Management	100	100		120 Minutes
	Total	300	300		360 Minutes

Note: Exam will be conducted in three sessions/shifts. 3 Papers will be conducted in 3 different shifts.

Call letters will be separate for each paper i.e. each shift.

Structure of the test for the post of Assistant/Head Clerk

Sr. No.	Name of the Test/Paper	No. of Questions	Max. Marks	Version	Duration
1	English Language	100	100	English	120 Minutes
2	ESI Scheme & Office Procedure	100	100	English & Hindi	120 Minutes
3	Arithmetic, Mathematical Ability, Gen. Mental Ability & General Knowledge	100	100	English & Hindi	120 Minutes
	Total	300	300		360 Minutes

Note: Exam will be conducted in three sessions/shifts. 3 Papers will be conducted in 3 different shifts.

Call letters will be separate for each paper i.e. each shift.

Structure of the test for the post of Upper Division Clerk (UDC)

Sr. No.	Name of the Test/Paper	No. of Questions	Max. Marks	Version	Duration
1	English Language	100	100	English	120 Minutes
2	ESI Scheme & Office Procedure	100	100	English & Hindi	90 Minutes
3	Arithmetic	50	50	English & Hindi	60 Minutes
	Total	250	250		270 Minutes

Note: Exam will be conducted in three sessions/shifts. 3 Papers will be conducted in 3 different shifts.

Call letters will be separate for each paper i.e. each shift.

Structure of the test for the post of Lower Division Clerk (LDC)

Sr. No.	Name of the Test	No. of Questions	Max. Marks	Version	Duration
1	English	25	25	English	120 Minutes
2	Arithmetic	25	25	English & Hindi	
3	General Awareness	40	40	English & Hindi	
4	ESI Scheme	10	10	English & Hindi	
	Total	100	100		120 Minutes

Structure of the test for the post of Personal Assistant

Sr. No.	Name of the Test	No. of Questions	Max. Marks	Version	Duration
1	General Awareness	100	100	English & Hindi	120 Minutes
2	English Language (Comprehension & writing ability of English Language)	100	100	English	
	Total	200	200		120 Minutes

The time for the test will be 60/90/120 minutes, as applicable; however, you may have to be at the venue for approximately 120/150/180 minutes respectively including the time required for logging in, checking of the call letters, going through the instructions etc. All tests will be provided in bilingual i.e. English and Hindi except test of English language. You can attempt any question in a section/paper at any point of time during the time allotted for that section/paper. 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 no penalty for wrong answers marked by you. However, you are advised not to mark your answers by random guessing.**

Please note that the types of questions in this handout are only illustrative and not exhaustive. In the actual examination 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.

ENGLISH LANGUAGE

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. Study and answer the sample questions given below :

Q.1-3. 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

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

Q.3. The local official the Minister of the situation.
(1) explained (2) warned (3) apprised (4) told

Q.4-6. 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 No error

- Q.4. I am twenty two years old / when I first / joined the bank.
(1) (2) (3) No error (4)
- Q.5. To the Hindus / the Ganga is holier than / any other river.
(1) (2) (3) No error (4)
- Q.6. Of all the teachers / in our school / our class teacher were very strict.
(1) (2) (3) No error (4)

ARITHMETIC / MATHEMATICAL ABILITY

- Q.1. At 10 paise each, how many paise will 6 lemons cost ?
(1) 6 (2) 10 (3) 60 (4) 610
- Q.2. Which of the following can be exact multiple of 4 ?
(1) 27114 (2) 58204 (3) 48402 (4) 32286
- 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) Rs. 20/-
- Q.4. $2168 + 3154 + 2369 = ?$
(1) 7791 (2) 7691 (3) 7681 (4) 7781
- Q.5. If 3 workers collect 48 Kg. Cotton in 4 days, how many kg. Cotton will 9 workers collect in 2 days ?
(1) 216 (2) 32 (3) 108 (4) 72

MENTAL ABILITY TEST

- Q.1. 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) Other than those given as options
- Q.2. 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.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) M (3) X (4) Other than those given as options
- Q.4. Sohanlal purchased 120 reams of paper at Rs.100 per ream. The expenditure on transport was Rs.480. He had to pay an octroi duty of 50 paise per ream and the coolie charges were Rs.60. What should be the selling price of each ream if he wants a profit of 20% ?
(1) Rs.126 (2) Rs.115.50 (3) Rs.105 (4) Other than those given as options

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

GENERAL AWARENESS / GENERAL KNOWLEDGE

- 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) Other than those given as options
- Q.2.** Tarapore atomic power plant is located in ———
 (1) Bihar (2) Gujarat (3) Madhya Pradesh (4) Other than those given as options
- Q.3.** Which of the following authorities issues licences to LIC agents in India ?
 (1) IRDA (2) RBI (3) LIC (4) Other than those given as options
- Q.4.** Which of the following sectors contributes maximum in deciding the growth in income of the states in India ?
 (1) Energy (2) Tourism (3) Service (4) Other than those given as options
- Q.5.** Who is the person closely associated with Operation Flood Programme ?
 (1) Dr. V. Kurien (2) Dr. M. S. Swaminathan
 (3) Dr. Amartya Sen (4) Other than those given as option

Questions in the other tests will be based on the relevant information, Acts and rules, circulars, etc.

Details of the Objective On-line Examination Pattern:

- (1) The examination would be conducted online i.e. on a computer.
- (2) The test will be in English & Hindi.
- (3) All the questions will have multiple choices. Out of the four 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 and saved (or marked for review) 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 displayed on the right side of screen will show the status of each question using one of the following symbols :

- 1 You have not visited the question yet.
- 2 You have not answered the question.
- 3 You have answered the question.
- 4 You have NOT answered the question, but have marked the question for review.
- 5 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.*

- (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) Papers are separately timed. You can attempt any question in a particular paper during the time allotted to that paper only.
- (15) 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 the ESIC.
- (16) 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.
- (17) After the expiry of test duration, the candidates will not be able to attempt any objective question or check their answers. The answers of the candidate would be saved automatically by the computer system even if he/ she has not clicked the "Submit" button.
- (18) **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 the date, time and venue address of the examination is given in the call 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 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 and authenticated by the company pasted on it.
- (4) You must scrupulously follow the instructions of the Test Administrator and ESIC Representative at the examination venue. If you violate the instructions, you will be disqualified and will be asked to leave the examination venue.
- (5) 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 NOT be allowed during the examination.
- (6) 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. ESIC may take further action against such candidates as deemed fit by it.
- (7) You should bring with you a blue 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.
- (8) 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.
- (9) 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 centre or for any candidate.
- (10) 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.
- (11) Candidates are advised to take note of "The Public Examinations (Prevention of Unfair Means) Act, 2024".

IMPORTANT POINTS TO REMEMBER:

You are advised to bring with you the following for all the shifts of exam you are appearing for:

- (i) Call Letter with photograph affixed on it,
- (ii) One blue ball-point pen
- (iii) ESIC Employee ID Card.

WISH YOU GOOD LUCK!