

Roll No.

Question Booklet Number

O. M. R. Serial No.

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Question Booklet Number

B. B. A. (Second Semester) (NEP) EXAMINATION, 2022-23

F010202T-A : HUMAN RESOURCE DEVELOPMENT

F010202T-B : MARKETING THEORY AND PRACTICES

Paper Code						
F	0	1	0	2	0	2
T						

Questions Booklet Series
A

Time : 1:30 Hours]

[Maximum Marks : 75

Instructions to the Examinee :

1. Do not open the booklet unless you are asked to do so.
2. The booklet contains 100 questions. Examinee is required to answer 75 questions in the OMR Answer-Sheet provided and not in the question booklet. Booklet is in two Sections : Section-A (1-50) & Section-B (51-100). Candidate should select 37 or 38 questions respectively from both sections. All questions carry equal marks.
3. Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be got immediately replaced.

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
2. प्रश्न-पुस्तिका में 100 प्रश्न हैं। परीक्षार्थी को 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। प्रश्न-पुस्तिका दो खण्डों—खण्ड-A (1-50) तथा खण्ड-B (51-100) में है। परीक्षार्थी को प्रत्येक भाग से क्रमशः 37 या 38 प्रश्न करने हैं। सभी प्रश्नों के अंक समान हैं।
3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR आन्सर-शीट को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका जिसमें कुछ भाग छपने से छूट गए हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, तो उसे तुरन्त बदल लें।

(Remaining instructions on the last page)

(शेष निर्देश अन्तिम पृष्ठ पर)

(Only for Rough Work)

Section–A

(Human Resource Development)

1. Which of the following best defines Human Resource Development ?
 - (A) The process of recruiting and selecting employees
 - (B) The process of training and developing employees
 - (C) The process of compensating and rewarding employees
 - (D) The process of terminating and laying off employees
2. Which of the following is NOT a benefit of Employee Training and Development ?
 - (A) Increased employee productivity
 - (B) Improved employee morale and job satisfaction
 - (C) Higher employee turnover rates
 - (D) Enhanced organizational performance
3. Which of the following training methods involves providing employees with hands-on experience in a real or simulated work environment ?
 - (A) Classroom training
 - (B) On-the-job training
 - (C) E-learning
 - (D) Mentoring
4. Which of the following is a Performance Appraisal method that involves comparing an Employee's performance against specific behavioral examples ?
 - (A) Ranking method
 - (B) Critical incident method
 - (C) Behaviorally Anchored Rating Scales (BARS)
 - (D) 360-degree feedback
5. Which of the following is a key component of Career Development ?
 - (A) Compensation and benefits
 - (B) Employee discipline
 - (C) Performance management
 - (D) Learning and development opportunities
6. Which of the following is an advantage of Internal Recruitment ?
 - (A) Fresh perspectives and new ideas
 - (B) Reduced training and orientation costs
 - (C) Increased diversity in the workforce
 - (D) Attracting external talent

7. Which of the following is NOT a factor to consider when conducting a training needs analysis ?
- (A) Organizational goals and objective
 - (B) Budgetary constraints
 - (C) Employee tenure in the organization
 - (D) Skill gaps and performance deficiencies
8. Which of the following is an example of a non-monetary reward ?
- (A) Bonus
 - (B) Pay raise
 - (C) Recognition and appreciation
 - (D) Stock options
9. Which of the following is a characteristic of a learning organization ?
- (A) High employee turnover
 - (B) Centralized decision-making
 - (C) Fixed job roles and responsibilities
 - (D) Continuous learning and knowledge sharing
10. Which of the following is a common challenge in managing a diverse workforce ?
- (A) Lack of innovation and creativity
 - (B) Low employee engagement
 - (C) Communication barriers
 - (D) Homogeneous thinking
11. Which of the following terms refers to the process of developing employees' skills and abilities ?
- (A) Human Resource Development (HRD)
 - (B) Human Resource Management (HRM)
 - (C) Recruitment and selection
 - (D) Training and development
12. Which of the following is the primary focus of HRD ?
- (A) Attracting and retaining top talent
 - (B) Improving employee performance and productivity
 - (C) Ensuring compliance with legal requirements
 - (D) Managing employee benefits and compensation

13. Which of the following is the primary focus of HRM ?
- (A) Attracting and retaining top talent
 - (B) Improving employee performance and productivity
 - (C) Ensuring compliance with legal requirements
 - (D) Managing employee benefits and compensation
14. Which of the following is an example of an HRD activity ?
- (A) Conducting job analysis and designing job descriptions
 - (B) Recruiting and selecting candidates for job openings
 - (C) Providing training and development opportunities to employees
 - (D) Conducting performance evaluations and appraisals
15. Which of the following is an example of an HRM activity ?
- (A) Conducting job analysis and designing job descriptions
 - (B) Recruiting and selecting candidates for job openings
 - (C) Providing training and development opportunities to employees
 - (D) Conducting performance evaluations and appraisals
16. Which of the following is an objective of Human Resource Development ?
- (A) Employee satisfaction
 - (B) Cost reduction
 - (C) Market expansion
 - (D) All of the above
17. Which of the following is not an objective of Human Resource Development ?
- (A) Increase employee turnover
 - (B) Enhance employee skills and knowledge
 - (C) Increase employee motivation
 - (D) None of the above
18. Which of the following represents the typical hierarchical structure of Human Resource Development in an organization ?
- (A) Top-level management, middle management, supervisors
 - (B) CEO, CFO
 - (C) Training and development department, HR department, line managers
 - (D) Employees, customers, suppliers

19. The structure of Human Resource Development is responsible for :
- (A) Employee performance evaluation
 - (B) Recruiting and selecting new employees
 - (C) Developing and implementing training programmes
 - (D) All of the above
20. The structure of Human Resource Development influences the :
- (A) Performance appraisal process
 - (B) Compensation and benefits system
 - (C) Training and development initiatives
 - (D) All of the above
21. What is the first step in the process of Human Resource Development ?
- (A) Training needs assessment
 - (B) Performance evaluation
 - (C) Recruitment and selection
 - (D) Onboarding
22. Which of the following is an example of a performance improvement method in the Human Resource Development process ?
- (A) Career development
 - (B) Succession planning
 - (C) Coaching and mentoring
 - (D) Employee orientation
23. Which stage of the Human Resource Development process involves designing and implementing training programmes ?
- (A) Evaluation
 - (B) Analysis
 - (C) Development
 - (D) Feedback
24. Which of the following is an example of a development method used in the Human Resource Development process ?
- (A) Recruitment and selection
 - (B) Performance appraisal
 - (C) Job rotation
 - (D) Employee discipline

25. Which of the following is a key consideration in the Human Resource Development process ?
- (A) Employee motivation
 - (B) Budget allocation
 - (C) Customer satisfaction
 - (D) Sales performance
26. What is the primary focus of Performance Appraisal ?
- (A) Evaluating an employee's past performance
 - (B) Identifying an employee's potential for future growth
 - (C) Assessing an employee's skills and competencies
 - (D) Establishing performance goals for the upcoming year
27. Which of the following is true about Potential Appraisal ?
- (A) It solely focuses on an employee's current job performance.
 - (B) It assesses an employee's future capabilities and growth potential.
 - (C) It is conducted at the end of the financial year.
 - (D) It involves rating employees on a fixed scale.
28. Performance Appraisal is primarily used for :
- (A) Identifying training and development needs.
 - (B) Determining salary increments and promotions.
 - (C) Assessing employee job satisfaction.
 - (D) Assigning employees to different departments.
29. Which of the following is a characteristic of Performance Appraisal ?
- (A) It is a continuous process throughout the year.
 - (B) It focuses on an employee's potential rather than their actual performance.
 - (C) It is conducted by external consultants only.
 - (D) It relies solely on subjective judgment without any objective measures.

30. Potential Appraisal is useful for :
- (A) Identifying high-potential employees for future leadership roles.
 - (B) Assessing an employee's current job performance.
 - (C) Identifying areas of improvement for all employees.
 - (D) Determining employee compensation and benefits.
31. Which of the following is an advantage of potential appraisal ?
- (A) It provides a retrospective view of an employee's performance.
 - (B) It helps in identifying employees' current skill gaps.
 - (C) It assists in succession planning and talent management.
 - (D) It focuses solely on an employee's past accomplishments.
32. Performance appraisal interviews are typically conducted by :
- (A) Human Resources (HR) department representatives.
 - (B) Immediate supervisors or managers.
 - (C) External consultants hired by the organization.
 - (D) Co-workers and peers of the employee.
33. What is the purpose of raining in an organization ?
- (A) To provide a break for employees from their routine work.
 - (B) To evaluate employees' performance.
 - (C) To enhance employees' knowledge, skills and competencies.
 - (D) To determine salary increments and promotions.
34. Which of the following is true about on-the-job training ?
- (A) It is conducted outside the workplace.
 - (B) It involves classroom-based instruction.
 - (C) It is a cost-effective training method.
 - (D) It is suitable for large group training sessions.
35. Which of the following is an example of off-the-job training ?
- (A) Coaching and mentoring programmes
 - (B) Job rotation
 - (C) Virtual reality simulations
 - (D) Informal on-the-job training

36. Which of the following training methods is best suited for teaching technical skills or procedures ?
- (A) Case studies
 - (B) Job shadowing
 - (C) E-learning
 - (D) Role-playing
37. What is the purpose of a training needs analysis ?
- (A) To evaluate the effectiveness of training programmes.
 - (B) To identify potential trainers within the organization.
 - (C) To assess the readiness of employees for promotions.
 - (D) To determine the training requirements of employees.
38. Which training method involves employees being trained by experienced employees in the workplace ?
- (A) Job rotation
 - (B) Classroom training
 - (C) Simulation-based training
 - (D) Mentoring
39. What is the purpose of post-training evaluation ?
- (A) To determine the overall cost-effectiveness of training.
 - (B) To measure the impact of training on employees' performance.
 - (C) To identify employees' personal preferences for training methods.
 - (D) To assess the readiness of employees for promotions.
40. Which of the following is a characteristic of effective Training Programmes ?
- (A) Limited relevance to employees' job roles.
 - (B) Lack of clear learning objectives.
 - (C) Adaptation to different learning styles.
 - (D) Minimal interaction and participation.
41. How does HRD contribute to organizational success ?
- (A) By aligning employee skills with organizational goals
 - (B) By implementing effective training and development programmes
 - (C) By fostering a learning culture within the organization
 - (D) All of the above

42. What is the significance of HRD in managing organizational change ?
- (A) It helps employees adapt to new processes and technologies
 - (B) It ensures effective communication during change initiatives
 - (C) It supports employee transition and development
 - (D) All of the above
43. What is the impact of effective HRD on employee performance ?
- (A) Improved job satisfaction and morale
 - (B) Increased productivity and efficiency
 - (C) Enhanced employee loyalty and commitment
 - (D) All of the above
44. What is the long-term benefit of investing in HRD ?
- (A) Improved organizational agility and adaptability
 - (B) Enhanced succession planning and talent management
 - (C) Increased employee satisfaction and loyalty
 - (D) All of the above
45. HRD includes
- (A) Designing employee compensation plans
 - (B) Managing employee benefits and rewards
 - (C) Implementing performance improvement programmes
 - (D) Handling employee disciplinary actions
46. What role does HRD play in enhancing Employee Skills and Capabilities ?
- (A) It eliminates the need for employee training
 - (B) It promotes a stagnant work environment
 - (C) It fosters continuous learning and development
 - (D) It discourages employee engagement
47. Which component of HRD involves creating a supportive culture that values learning and development ?
- (A) Training and Development
 - (B) Performance Management
 - (C) Employee Engagement
 - (D) Organizational Culture

48. Which of the following is NOT a characteristic of an effective HRD system ?

- (A) Alignment with organizational goals
- (B) Continuous learning and development opportunities
- (C) Lack of employee involvement in decision-making
- (D) Regular evaluation and feedback

49. The component of HRD that focuses on assessing future staffing needs and ensuring the organization has the right people in the right roles is called :

- (A) Training and Development
- (B) Performance Management
- (C) Succession Planning
- (D) Workforce Planning

50. Which component of HRD emphasizes creating a positive work environment and fostering employee motivation and satisfaction ?

- (A) Training and Development
- (B) Performance Management
- (C) Employee Engagement
- (D) Workforce Planning

Section–B

(Marketing Theory and Practices)

51. Groups that have a direct or indirect influence on a person's attitudes or behavior are called :

- (A) Reference groups
- (B) Family
- (C) Roks
- (D) Status

52. Industrial product are products.

- (A) B2B
- (B) B2C
- (C) FMCG
- (D) Convenience

53. is the narrowest marketing strategy.

- (A) Segmented strategy
- (B) Local marketing
- (C) Differentiated marketing
- (D) Mass marketing

54. is a person's distinguishing psychological characteristics that lead to relatively consistent and lasting responses to his or her own environment.

- (A) Psychographics
- (B) Personality
- (C) Demographics
- (D) Lifestyle

55. Products bought by individuals and organizations for further processing or for use in conducting a business :
- (A) Consumer products
 - (B) Services
 - (C) Industrial products
 - (D) Specialty products
56. The total number of items that the company carries within its product lines refers to the of the product mix.
- (A) Width
 - (B) Depth
 - (C) Length
 - (D) Consistency
57. Using a successful brand name to introduce additional items in a given product category under the same brand name (such as new flavours, forms, colours, added ingredients or package sizes) is called a(n) :
- (A) Line extension
 - (B) Brand extension
 - (C) Multibranding
 - (D) New brands
58. When a company enters a new product category for which its current brand names are not appropriate, it will likely follow which of the following brand strategies ?
- (A) Product extensions
 - (B) Line extensions
 - (C) Brand extensions
 - (D) New brands
59. Consumer goods with unique characteristics or brand identification often requiring a special purchase effort are called :
- (A) Custom products
 - (B) Specialty products
 - (C) Convenience products
 - (D) Shopping products
60. When backed by buying power, wants become
- (A) Social needs
 - (B) Exchanges
 - (C) Demands
 - (D) Physical needs
61. goods are purchased on a regular basis.
- (A) Staple
 - (B) Impulse
 - (C) Emergency
 - (D) None of the above

62. Setting price on the basis of the competition for the product is known as
- (A) cost-based pricing
 - (B) demand-based pricing
 - (C) competition-based pricing
 - (D) value-based pricing
63. Where sellers combine several products in the same package is known as
- (A) psychological pricing
 - (B) captive product pricing
 - (C) product bundle pricing
 - (D) promotional pricing
64. Conflicts between different levels of the same channel of distribution are referred to as :
- (A) Horizontal conflicts
 - (B) Vertical conflicts
 - (C) Layer-based conflicts
 - (D) Parallel conflicts
65. Costs that do not vary with production or sales levels are called :
- (A) Fixed costs
 - (B) Variable costs
 - (C) Standard costs
 - (D) Independent costs
66. is the practice of charging different prices depending on individual customers and situations.
- (A) Fixed pricing
 - (B) Standard pricing
 - (C) Barter pricing
 - (D) Dynamic pricing
67. Conflict occurring between intermediaries at the same level in a marketing channel, such as between two or more retailers that handle the same manufacturer's brands is called conflict.
- (A) Corporate
 - (B) Horizontal
 - (C) Vertical
 - (D) Administered

68. The four C's are
- (A) Customer focus, cost, convenience and communication.
 - (B) Convenience, control, competition and cost.
 - (C) Customer solution, Cost, convenience and communication.
 - (D) Competition, cost, convenience and communication.
69. is the father of Modern Marketing.
- (A) Peter Drucker
 - (B) Philip Kotler
 - (C) Neil Armstrong
 - (D) Maslow
70. The of a product mix refers to how many variants are offered of each product in the line ?
- (A) Width
 - (B) Length
 - (C) Depth
 - (D) Consistency
71. According to promotional mix, method which follows corporate image building, handling unfavourable events and stories to get favourable publicity is called :
- (A) sales promotion
 - (B) personal selling
 - (C) public relations
 - (D) advertising
72. Which tool of the promotional mix is defined as any paid form of non-personal presentation and promotion of ideas, goods or services by an identified sponsor ?
- (A) Advertising
 - (B) Public
 - (C) Direct marketing
 - (D) Sales promotion
73. The is a curve that shows the number of units the market will buy in a given time period, at different prices that might be charged.
- (A) Price curve
 - (B) Cost curve
 - (C) Supply curve
 - (D) Demand curve

74. Which type of market coverage is usually associated with shopping goods ?
- (A) Intensive distribution
 - (B) Extensive distribution
 - (C) Selective distribution
 - (D) Exclusive distribution
75. Which of the following pricing methods uses the idea that pricing begins with analyzing consumer needs and value perceptions and price is set to match consumer's perceived value ?
- (A) Cost-based pricing
 - (B) Service-based pricing
 - (C) Psychology-based pricing
 - (D) Value-based pricing
76. A(n) is any intermediary who sells to other intermediaries. Usually to retailers and usually in consumer markets.
- (A) Dealer
 - (B) Agent or broker
 - (C) Retailer
 - (D) Wholesaler
77. is a measure of the sensitivity of demand to changes in price.
- (A) Price sensitivity
 - (B) Price comparability
 - (C) Price elasticity
 - (D) Price response
78. In an economy of rapid change, continuous innovation is necessary. Most companies innovate, some innovate occasionally, and few innovate continuously.
- (A) rarely
 - (B) often
 - (C) as needed
 - (D) when competition introduces a new improved product
79. Who has given the hierarchy of needs hierarchy theory of motivation ?
- (A) Abraham Maslow
 - (B) David McClelland
 - (C) Victor Vroom
 - (D) F. Herzberg

80. Which among the following is the highest level need under Need Hierarchy Theory of Motivation ?
- (A) Physiological Need
 - (B) Safety Needs
 - (C) Social Needs
 - (D) Self-actualization Needs
81. The benefits or attributes consumer strongly associate with a brand, positively assess and believe they would be unable to find to the same extent with a competitive brand is known as :
- (A) Points-of-parity
 - (B) Points-of-difference
 - (C) Points-of-equality
 - (D) None of the above
82. The associations that are not essentially unique to the brand but may be shared with other brands are known as :
- (A) Points-of-parity
 - (B) Points-of-difference
 - (C) Points-of-equality
 - (D) None of the above
83. Fads are fashion that :
- (A) Peak early and decline very fast
 - (B) Peak late and decline late
 - (C) Peak late and decline early
 - (D) None of the above
84. During the growth stage the firm :
- (A) Enters into new market segments
 - (B) Increases the distribution coverage
 - (C) Improves product quality
 - (D) All of the above
85. Harvesting is the process of :
- (A) Reducing business cost and maintaining sales
 - (B) Increasing advertising costs and increasing sales
 - (C) Reducing marketing efforts and lowering sales
 - (D) None of the above
86. A company can expand the total market by :
- (A) Acquiring new customers
 - (B) Increasing amount of consumption
 - (C) Increasing frequency of consumption
 - (D) All of the above

87. is the systematic design, collection, analysis and reporting of data relevant to a specific marketing situation facing an organization.
- (A) The marketing information system
 - (B) Marketing intelligence
 - (C) Marketing research
 - (D) Competitive intelligence
88. Four basic or main components of Marketing Information System are :
- (A) internal records, marketing intelligence system, marketing research, marketing decision support system
 - (B) external records, marketing research, marketing intelligence, systems
 - (C) internal records, extental records, marketing research, marketing decision support system
 - (D) None of the above
89. A new tool 'AI' is being used in marketing now-a-days. What is short form of AI ?
- (A) Artificial Information
 - (B) Artificial Intelligence
 - (C) Artificial Integration
 - (D) None of the above
90. The customer or consumer is when actual performance exceeds the expected performance of the product.
- (A) Happy
 - (B) Satisfied
 - (C) Dissatisfied
 - (D) Delighted
91. The final stage in the Consumer Decision-Making model is
- (A) Pre-purchase
 - (B) Post-purchase
 - (C) Evaluation of alternatives
 - (D) Purchase
92. Selling concept is followed by :
- (A) Product concept
 - (B) Production concept
 - (C) Marketing concept
 - (D) Societal marketing concept
93. The BCG (Boston Consulting Group) matrix measures the market growth rate on the vertical axis and the relative market share on the horizontal axis.
- (A) True
 - (B) False
 - (C) Can't say
 - (D) None of the above

94. In the BCG matrix, a business that has a low market share in a industry characterized by high market growth is termed as :
- (A) Stars
 - (B) Question mark
 - (C) Dogs
 - (D) Cash cows
95. FMCG stands for :
- (A) Fast Moving Convenience Goods
 - (B) Fast Moving Consumer Goods
 - (C) Fast Moving Customer Goods
 - (D) Free Moving Customer Groups
96. Which of the following is/are component(s) of promotion mix ?
- (A) Advertising
 - (B) Public relations or publicity
 - (C) Sales promotion
 - (D) All of the above
97. AIDAS stands for :
- (A) attention, interest, desire, action, satisfaction
 - (B) action, interest, decision, attention, service
 - (C) attention, interest, attitude, action, satisfaction
 - (D) None of the above
98. Soft drinks, ice-creams, chocolates and biscuits are products that fall under buy category.
- (A) impulsive
 - (B) deliberate
 - (C) convective
 - (D) corrective
99. Modern marketing begins and ends with
- (A) Business
 - (B) Consumers
 - (C) Economic
 - (D) Company
100. The primary function of is to ensure the product is safe to transport, store and sell, but provides necessary information about the product using printed text, logos, artwork or other designs.
- (A) Packaging, labelling
 - (B) Labelling, packaging
 - (C) Packaging, advertising
 - (D) None of the above

4. Four alternative answers are mentioned for each question as—A, B, C & D in the booklet. The candidate has to choose the correct answer and mark the same in the OMR Answer-Sheet as per the direction :

Example :

Question :

Q. 1 (A) ● (C) (D)

Q. 2 (A) (B) ● (D)

Q. 3 (A) ● (C) (D)

Illegible answers with cutting and over-writing or half filled circle will be cancelled.

5. Each question carries equal marks. Marks will be awarded according to the number of correct answers you have.
6. All answers are to be given on OMR Answer sheet only. Answers given anywhere other than the place specified in the answer sheet will not be considered valid.
7. Before writing anything on the OMR Answer Sheet, all the instructions given in it should be read carefully.
8. After the completion of the examination candidates should leave the examination hall only after providing their OMR Answer Sheet to the invigilator. Candidate can carry their Question Booklet.
9. There will be no negative marking.
10. Rough work, if any, should be done on the blank pages provided for the purpose in the booklet.
11. To bring and use of log-book, calculator, pager and cellular phone in examination hall is prohibited.
12. In case of any difference found in English and Hindi version of the question, the English version of the question will be held authentic.

Impt. : On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is any discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.

4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर—A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छँटना है। उत्तर को OMR आन्सर-शीट में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

उदाहरण :

प्रश्न :

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

अपठनीय उत्तर या ऐसे उत्तर जिन्हें काटा या बदला गया है, या गोले में आधा भरकर दिया गया, उन्हें निरस्त कर दिया जाएगा।

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर ही दिये जाने हैं। उत्तर-पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
7. ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाये।
8. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी OMR Answer Sheet उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें। परीक्षार्थी अपने साथ प्रश्न-पुस्तिका ले जा सकते हैं।
9. निगेटिव मार्किंग नहीं है।
10. कोई भी रफ कार्य, प्रश्न-पुस्तिका के अन्त में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैलकुलेटर, पेजर तथा सेल्युलर फोन ले जाना तथा उसका उपयोग करना वर्जित है।
12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

महत्वपूर्ण : प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्न-पुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्न-पुस्तिका प्राप्त कर लें।