LEARNING SESSIONS

WITH ASHISH SIR

BANK PROMOTION EXAM NOTES

VOLUME 8 | 2026 EDITION

English, Hindi and Computer Practice



ENGLISH PASSAGES • HINDI PASSAGES • BASIC COMPUTERS

20 passages with explanations | 200 computer MCQs | 300 questions

10 English Passages	10 Hindi Passages	Computer Fundamentals
Facts and Inference	Explained Answers	Windows 11 and Internet
Vocabulary in Context	Main Idea Questions	MS Word and MS Excel
Word Meanings Tables	How to Solve a Passage	Shortcuts and Cyber Safety

YOUTUBE

Learning Sessions

GET THE APP

ORG: GEGKT

WHATSAPP

8360944207

BP Vol 8 — Language and Computer Practice

Complete Book | Table of Contents | 20 chapters

Module 1 — English Reading Comprehension

CH-1	English Reading Comprehension: Passages 1–2	**2**
CH-2	English Reading Comprehension: Passages 3–4	**4**
CH-3	English Reading Comprehension: Passages 5–6	**5**
CH-4	English Reading Comprehension: Passages 7–8	**7**
CH-5	English Reading Comprehension: Passages 9–10	**9**

Module 2 — Hindi Reading Comprehension

CH-6	Hindi Reading Comprehension: Passages 1–2	**11**
CH-7	Hindi Reading Comprehension: Passages 3–4	**13**
CH-8	Hindi Reading Comprehension: Passages 5–6	**14**
CH-9	Hindi Reading Comprehension: Passages 7–8	**16**
CH-10	Hindi Reading Comprehension: Passages 9–10	**17**

Module 3 — Basic Computer Awareness

CH-11	Computer Fundamentals and Hardware	**19**
CH-12	Memory and Storage	**20**
CH-13	Operating Systems and File Management	**22**
CH-14	Networks, Internet and Online Threats	**23**
CH-15	Safe Computing and MS Word Basics	**25**
CH-16	MS Word: Page Layout, Editing and Review	**26**
CH-17	MS Word Tools and MS Excel Basics	**28**
CH-18	MS Excel: Functions, Cell References and Sorting	**29**
CH-19	MS Excel Tools, Errors and Office Shortcuts	**30**
CH-20	MS Word and Windows 11 Shortcuts	**31**

LEARNING SESSIONS

CH-1 English Reading Comprehension: Passages 1–2

Topic 1 — How to Solve a Passage

Read carefully. Answer from the passage.

- **First reading** — Read the passage once for its overall meaning, then read the questions.
- **Go back to the line** — Return to the relevant sentence before choosing an answer.
- **Stay inside the passage** — Do not add facts from outside the passage.
- **Time** — Suggested time is 8–10 minutes per passage; each passage has five questions.
- **Marks** — Award one mark for each correct answer; this practice uses no negative marking, but an actual examination may use different rules.
- **Review** — Check the answers and reasons, write why a wrong answer was wrong, and solve the question again later.

Extra tips

- **Question types** — Expect four kinds: facts, inference, vocabulary and main idea.
- **Vocabulary questions** — Put each option in place of the word in the sentence and keep the one that fits.
- **Main-idea questions** — Look at the first and last paragraphs; they usually hold the central message.
- **Extreme words** — Options with “always”, “never”, “only” or “all” are often wrong.
- **Eliminate** — Cut the clearly wrong options first, then compare the remaining two with the passage.
- **Half-true options** — An option may use words from the passage but change their meaning; check it fully.

Remember this

- Every correct answer has a proof line in the passage. Find it before you mark.

Topic 2 — Passage 1 — A Library That Learned to Listen

Passage 1 — A Library That Learned to Listen

When a town library extended its opening hours, the staff expected more visitors. Instead, attendance remained almost unchanged. The librarian, Meera, decided to speak with people who rarely entered the building. Several workers said that they could visit only on Sundays, when the library was closed. Students wanted a quiet place to study, while older residents found the small print in many books difficult to read.

The library had little money, so Meera could not meet every request immediately. She moved one weekly closure to Monday and opened on Sunday. An unused storeroom became a reading area after volunteers cleaned it and repaired its lights. A local association donated a small collection of large-print books.

Within three months, visits increased. However, Meera did not treat the number of visitors as the only measure of success. She also asked whether people could find useful material and whether the new timetable suited them. Some requests remained unresolved, including the need for a ramp at the entrance. Meera recorded these needs in the next budget proposal.

The experience taught the staff that improving a public service begins with understanding the people it is meant to serve. A longer timetable alone cannot solve a problem that has not been properly identified.

Q1.1. Why did longer opening hours initially fail to attract visitors?

(a) They did not address the main needs of potential users.
(b) Visitors mainly needed later weekday evenings.
(c) The reading area was already too crowded.
(d) Residents preferred keeping Sunday closed.

Q1.2. Which change required volunteers?

(a) Extending the weekday timetable
(b) Approving the proposed ramp budget
(c) Converting a storeroom into a reading area
(d) Selecting the large-print collection

Q1.3. What remained unresolved?

(a) A ramp at the entrance (b) Sunday opening
(c) A large-print collection (d) A repaired reading room

Q1.4. The word “identified” most nearly means:

(a) Forgotten (b) Financed (c) Hidden (d) Recognised

Q1.5. Which title best expresses the central idea?

(a) Why Libraries Should Close
(b) The End of Printed Books
(c) A Town Without Volunteers
(d) Listening Before Improving a Service

LEARNING SESSIONS

Answers & explanations

1.1 — (a) Sunday access, study space and readable print were the actual needs. The first paragraph says workers could visit only on Sundays, students wanted a quiet place and older residents found small print difficult.

1.2 — (c) Volunteers cleaned the room and repaired its lights. Paragraph 2 says an unused storeroom became a reading area “after volunteers cleaned it and repaired its lights”.

1.3 — (a) The ramp was included in a future budget proposal. Paragraph 3 says some requests remained unresolved, “including the need for a ramp at the entrance”.

1.4 — (d) The staff first needed to recognise the real problem. The last line says a longer timetable cannot solve a problem that has not been properly identified, that is, recognised.

1.5 — (d) Consulting users led to useful changes. The last paragraph says improving a public service begins with understanding the people it is meant to serve.

Word meanings	Simple meaning	Hindi meaning
attendance	number of people who come	उपस्थिति
closure	a time when a place is shut	बंदी
donated	gave free of cost	दान किया
measure	a way to judge something	मापदंड
unresolved	not yet solved	अनसुलझा
proposal	a written plan put forward	प्रस्ताव
identified	recognised; found out	पहचाना गया

Topic 3 — Passage 2 — The Missing Receipt

Passage 2 — The Missing Receipt

Arun bought a small printer for his stationery shop. A month later, the machine stopped working. He remembered the seller promising a warranty, but he could not find the receipt. The seller asked for proof of purchase before arranging a repair. Arun felt annoyed, although he realised that he had stored bills in several different places.

His assistant suggested checking the payment record on the shop's bank statement. That record showed the date and amount, but it did not describe the product. Fortunately, the seller found a copy of the invoice using those details and the printer's serial number. The repair was then arranged under the warranty.

After this experience, Arun created a simple filing system. Every purchase invoice went into a folder marked with the month. He also saved a clear digital copy, using the supplier's name and date as the file name. Once a week, he checked whether important documents had been added.

The system took only a few minutes to maintain. It helped him compare expenses and answer questions from his accountant. Arun understood that a payment record and an invoice serve related but different purposes. Good record-keeping does not guarantee that equipment will never fail; it makes dealing with problems easier and reduces unnecessary uncertainty.

Q2.1. What initially delayed the repair?

(a) Missing proof of purchase
(b) A disagreement about the repair price
(c) A missing description on the original invoice
(d) An expired warranty

Q2.2. What did the bank record fail to describe?

(a) The payment date (b) The product purchased
(c) The amount paid (d) The existence of payment

Q2.3. How was the invoice located?

(a) Using payment details and the serial number
(b) By using the payment amount alone
(c) By relying only on Arun’s recollection
(d) By checking the new monthly folders

Q2.4. “Maintain” in the passage means:

(a) Destroy completely (b) Borrow briefly
(c) Hide permanently (d) Keep in working order

Q2.5. Which conclusion is supported?

(a) Organised records can make problem-solving easier.
(b) A bank statement always replaces an invoice.
(c) All warranties last one month.
(d) Digital copies prevent mechanical failure.

Answers & explanations

2.1 — (a) The seller first requested proof of purchase. Paragraph 1 says the seller asked for proof of purchase before arranging a repair, and Arun could not find the receipt.

2.2 — (b) It showed date and amount, but not the product. Paragraph 2 says the record showed the date and amount, “but it did not describe the product”.

2.3 — (a) The seller used those details to find a copy. Paragraph 2 says the seller found a copy of the invoice using those details and the printer's serial number.

2.4 — (d) Arun regularly kept the filing system up to date. Paragraph 4 says the system took only a few minutes to maintain, that is, to keep it working.

2.5 — (a) The passage links record-keeping with easier handling of problems. The last line says good record-keeping makes dealing with problems easier and reduces unnecessary uncertainty.

Word meanings	Simple meaning	Hindi meaning
warranty	a promise to repair or replace a faulty product	वारंटी
receipt	a paper that shows payment was made	रसीद
proof of purchase	evidence that you bought an item	खरीद का प्रमाण
invoice	a bill listing goods and their price	बीजक
supplier	a person or firm that sells goods to a shop	आपूर्तिकर्ता
maintain	keep in good working order	बनाए रखना
uncertainty	a state of not being sure	अनिश्चितता

LEARNING SESSIONS

CH-2 English Reading Comprehension: Passages 3–4

Topic 1 — Passage 3 — A Better Queue

Passage 3 — A Better Queue

At a busy bank branch, customers often complained about waiting. The manager first considered buying more chairs, but a staff member suggested observing the queue before spending money. Over several mornings, the team recorded the kinds of help customers needed. Many people required only a form or a short explanation. Others needed longer assistance with documents.

The branch placed a help desk near the entrance. An employee guided customers to the appropriate counter and explained which documents were necessary. The branch also displayed clear signs in two languages. Customers who needed detailed discussions received appointment slots during quieter hours, while urgent work continued to be handled at the counters.

Waiting times fell, but the manager noticed another issue. Some older customers were uncomfortable describing personal matters at an open desk. The team therefore arranged a separate space for private conversations. Staff were reminded that faster service should not come at the cost of confidentiality.

After a month, the branch reviewed both waiting times and customer feedback. It retained the useful changes and adjusted the appointment schedule. The improvement did not depend on a single expensive purchase. It came from understanding how work moved through the branch and making small changes that addressed different needs without ignoring dignity or privacy.

Q3.1. What did the team do before making changes?
(a) Stopped all counter services
(b) Observed the kinds of assistance customers needed
(c) Bought more chairs immediately
(d) Reduced opening hours

Q3.2. What was the purpose of the help desk?
(a) To handle only customers with appointments
(b) To move every detailed discussion to busy hours
(c) To guide customers and explain document requirements
(d) To remove the need for documents

Q3.3. Why was a separate space arranged?
(a) To shorten every customer conversation
(b) To limit help to appointment holders
(c) To protect privacy during personal discussions
(d) To replace the entrance help desk entirely

Q3.4. “Confidentiality” means:
(a) Completing every task instantly
(b) Making information public
(c) Keeping personal information private
(d) Removing all paperwork

Q3.5. What is the main message?
(a) Speed is the only measure of service.
(b) Every customer needs an appointment.
(c) More chairs always eliminate queues.
(d) Service improvements should consider efficiency and dignity.

Answers & explanations

3.1 — (b) The team recorded customer needs over several mornings. Paragraph 1 says, “Over several mornings, the team recorded the kinds of help customers needed.”

3.2 — (c) It directed customers to suitable counters and explained documents. Paragraph 2 says an employee guided customers to the appropriate counter and explained which documents were necessary.

3.3 — (c) Some customers were uncomfortable discussing personal matters openly. Paragraph 3 says the team arranged a separate space for private conversations for this reason.

3.4 — (c) The term refers to protecting private information. Paragraph 3 uses it right after the arrangement of a separate space for private conversations.

3.5 — (d) The branch improved waiting times while protecting privacy. The last line says the small changes addressed different needs “without ignoring dignity or privacy”.

Word meanings	Simple meaning	Hindi meaning
observing	watching carefully	ध्यान से देखना
assistance	help	सहायता
appropriate	suitable; right for the purpose	उपयुक्त
appointment slot	a fixed time booked for a meeting	मिलने का निर्धारित समय
confidentiality	keeping personal information private	गोपनीयता
retained	kept	बनाए रखा
dignity	respect a person deserves	गरिमा

LEARNING SESSIONS