

**PROVISIONAL ANSWER KEY**

Paper: Departmental Manual of Office Procedure  
Date of Test 23-11-2022

Question1:-A case consists of

- A:-Current file
- B:-Note file
- C:-Previous papers and Books putup for reference
- D:-All the above

Correct Answer:- Option-D

Question2:-A communication received in the office which is stamped with the number of the office is until disposal known as

- A:-Case
- B:-Current
- C:-Enclosure
- D:-Received paper

Correct Answer:- Option-B

Question3:-A communication or a statement or a plan sketch or other document which is attached to or accompanies another communication to supplement or elucidate the point, intention or orders conveyed in the letter is called

- A:-Putup papers
- B:-Current file
- C:-Enclosure
- D:-Disposal

Correct Answer:- Option-C

Question4:-The preparation of any communication which it is proposed to issue

- A:-Noting
- B:-Referencing
- C:-Indexing
- D:-Drafting

Correct Answer:- Option-D

Question5:-The statement of the final decision of the head of the office on any matter submitted for information or orders

- A:-Disposal
- B:-Correspondence
- C:-Proceedings
- D:-Rulings

Correct Answer:- Option-A

Question6:-The process of attaching to the top of papers putup for reference in a case, slips printed with letters of the Alphabet or Arabic or Roman numerals

- A:-Referencing
- B:-Flagging
- C:-Noting
- D:-Indexing

Correct Answer:- Option-B

Question7:-All communications received in the office which are official or demi-official are, until numbering known as

- A:-New case
- B:-Tappal
- C:-Arising reference
- D:-Current

Correct Answer:- Option-B

Question8:-Fair copies intended for higher authorities are signed by

- A:-Head of the office
- B:-Section Supt
- C:-Section Clerk
- D:-Fair copy Supt

Correct Answer:- Option-A

Question9:-As soon as the papers are received in the section the subject clerk must at once enter them in the

- A:-Tappal Register
- B:-Distribution Register
- C:-Personal register
- D:-Stock Register

Correct Answer:- Option-C

Question10:-Any reference issued from the office which originates the file is called

- A:-Cross reference
- B:-Office reference
- C:-Arising reference
- D:-Original reference

Correct Answer:- Option-C

Question11:-A new personal register is opened for every

- A:-Calendar year
- B:-Three months
- C:-Ten months
- D:-Financial year

Correct Answer:- Option-A

Question12:-Money, cheques and other valuables received as enclosures to communications will be entered by the Tappal clerk in the

- A:-Stock register
- B:-Record Register
- C:-Distribution register
- D:-Security Register

Correct Answer:- Option-D

Question13:-The valuables received as enclosures to communications in the office will be handed over for safe custody to

- A:-Office supt
- B:-Section Supt
- C:-Manager
- D:-Head of office

Correct Answer:- Option-C

Question14:-How many columns are there in the personal Register as provided in Form III App I

- A:-Ten
- B:-Five
- C:-Seven
- D:-Twelve

Correct Answer:- Option-A

Question15:-Who among the following officers should see that all currents received in the section are duly registered in the personal Register on the very day of their receipt?

- A:-Manager
- B:-Section Supt
- C:-Fair copy Supt
- D:-Head of office

Correct Answer:- Option-B

Question16:-Specify the colour of the Fly leaf which is added to at the beginning of Note file:

- A:-Red
- B:-Yellow
- C:-Blue
- D:-Green

Correct Answer:- Option-B

Question17:-R-Disposals are those that are to be kept permanently where R-denotes

- A:-Retain
- B:-Reserve
- C:-Records
- D:-Returned

Correct Answer:- Option-A

Question18:-D-Disposals are those that are to be destroyed after

- A:-One year
- B:-Five years
- C:-Six years
- D:-Ten years

Correct Answer:- Option-D

Question19:-The entry in the Index relating to an individual paper is called

- A:-Title
- B:-Sub head
- C:-Head
- D:-Subject

Correct Answer:- Option-A

Question20:-Which among the following forms of correspondence will be used where the head of the office records his decision in exercise of a statutory power or where he records important executive decisions?

- A:-Memorandum
- B:-Proceedings
- C:-Endorsement
- D:-Demi-official

Correct Answer:- Option-B

Question21:-Official communications intended for the High court should be addressed to the

- A:-Chief Justice
- B:-Advocate General
- C:-Registrar
- D:-Secretary

Correct Answer:- Option-C

Question22:-Copies of proceedings on disciplinary cases should be signed by

- A:-Head Ministerial officer
- B:-Senior Supt
- C:-Fair copy Supt
- D:-Head of office

Correct Answer:- Option-D

Question23:-The fair copy supt is directly responsible for

- A:-The efficient working of the section
- B:-Prompt despatching of papers sent to him for issue
- C:-Supervision of entries in the fair copy Register
- D:-All the above

Correct Answer:- Option-D

Question24:-Who among the following will be in charge of the Records section?

- A:-Manager
- B:-Fair copy supt
- C:-The record keeper
- D:-The store keeper

Correct Answer:- Option-C

Question25:-For the purpose of maintenance and check of stamp accounts and despatch of communications a Register in Form No. VIII of App I shall be used namely

- A:-Despatch cum stamp Account Register
- B:-Stock Register
- C:-Distribution register
- D:-Fair copy Register

Correct Answer:- Option-A

Question26:-Which among the following are the important rules to be followed while supplying records?

- A:-Records shall be supplied only on requisition made in the prescribed form
- B:-Not more than one record shall be asked for in the same form
- C:-Requisition for records shall be signed by clerks
- D:-All the above

Correct Answer:- Option-D

Question27:-All records issued out of the Record section shall be entered in a Register in Form X App I called

- A:-Stock Register
- B:-Distribution register
- C:-Record issue Register

D:-Periodical Register

Correct Answer:- Option-C

Question28:-A new requisition slip should be taken whenever a file or book has to be retained for more than

A:-One month

B:-Three months

C:-Five months

D:-Six months

Correct Answer:- Option-B

Question29:-The manager or head ministerial officer will inspect the records room atleast once in

A:-Six months

B:-a quarter

C:-a year

D:-one month

Correct Answer:- Option-B

Question30:-The Head of the office will make a detailed inspection of the Records section in \_\_\_\_\_ every years

A:-December

B:-July

C:-April

D:-January

Correct Answer:- Option-C

Question31:-To watch the punctual receipt or despatch or periodical reports and returns each clerk will maintain a Register in Form XI App I called

A:-Register of periodicals

B:-Distribution Register

C:-Security Register

D:-Personal Register

Correct Answer:- Option-A

Question32:-Permanent files of important orders will be maintained for case of reference and which must be carefully kept up to date is called

A:-Records files

B:-Stock files

C:-Closed files

D:-Current files

Correct Answer:- Option-B

Question33:-How many columns are there in the Daily work load register for Typists?

A:-Ten

B:-Three

C:-Eight

D:-Six

Correct Answer:- Option-C

Question34:-Papers will normally be submitted by the office within \_\_\_\_\_ days of their receipt in office

A:-Two

B:-Three

C:-Ten

D:-Five

Correct Answer:- Option-D

Question35:-Who is expected to prepare the consolidated Arrear list for the whole office being submitted to the Head of Office?

A:-Tappal Clerk

B:-Section Supt

C:-Fair copy Supt

D:-Head clerk

Correct Answer:- Option-C

Question36:-All papers marked for issue are ordinarily expected to be issued within \_\_\_\_\_ of its receipts in the fair copy section

A:-Twenty four hours

B:-Twelve hours

C:-Two days

D:-Five days

Correct Answer:- Option-A

Question37:-The call Book shall be submitted for inspection once in

A:-a year

B:-Every month

C:-Six months

D:-Three months

Correct Answer:- Option-B

Question38:-In the case of maintaining different registers in the office the instructions in the note under Rule 92(a) (i) KTC Voc I shall be followed for

A:-Security Register

B:-Attendance register

C:-Call Book

D:-Cash Book

Correct Answer:- Option-D

Question39:-No paper should be transferred to the call book unless no action is due in the office for a period of

A:-Three months

B:-Six months

C:-Two years

D:-One year

Correct Answer:- Option-B

Question40:-The term used to denote the copying and despatching of communications intended for any person or authority

A:-Issue

B:-Despatch

C:-Local delivery

D:-Disposal

Correct Answer:- Option-A

Question41:-Who among the following officers is expected to open the envelopes addressed by name and those marked 'secret of' strictly confidential?

A:-Fair copy supt

B:-Section supt

C:-Tappal clerk  
D:-The Addressee  
Correct Answer:- Option-C

Question42:-Each drafting clerk in a section will keep a \_\_\_\_\_ of a manuscript form of twelve pages

A:-Distribution register  
B:-Local Delivery Book  
C:-Reminder Diary  
D:-Personal register

Correct Answer:- Option-D

Question43:-The orders of \_\_\_\_\_ should be taken annually for the destruction of record files

A:-Head of office  
B:-Office supt  
C:-Head clerk  
D:-Manager

Correct Answer:- Option-A

Question44:-It is the duty of one of the following officers to check the accuracy of the titles when he examines the personal register

A:-Head of office  
B:-Section Supt  
C:-Manager  
D:-Office Supt

Correct Answer:- Option-B

Question45:-The work of fair copying comparing and despatching is done in the

A:-Office section  
B:-Fair copy section  
C:-Tappal section  
D:-Despatch section

Correct Answer:- Option-B

Question46:-Tappal received in an office will be opened in the presence of

A:-Manager  
B:-Office supt  
C:-Head of office  
D:-Fair copy Supt

Correct Answer:- Option-C

Question47:-A paper is said to be \_\_\_\_\_ when it is given a current number and entered with an abstract in the personal register

A:-Disposed  
B:-Despatched  
C:-Filed  
D:-Registered

Correct Answer:- Option-D

Question48:-Which among the following is a minor division of the office consisting of a supt and one or more clerks?

A:-Office section  
B:-Section  
C:-Secret section  
D:-Sub division

Correct Answer:- Option-B

Question49:-The Attendance register will be laid by its custodian before the superior officer together with the

A:-Tappal Book  
B:-Distribution register  
C:-Movement register  
D:-Daily Attendance abstract register

Correct Answer:- Option-D

Question50:-Official correspondence to the Kerala Public Service Commission should be addressed to

A:-The Chairman  
B:-Joint Secretary  
C:-Secretary  
D:-Controller

Correct Answer:- Option-C

Question51:-A communication received in the office which is stamped with the number of the office is, until disposed known as

A:-Current  
B:-Tappal  
C:-Case  
D:-Enclosure

Correct Answer:- Option-A

Question52:-Papers received as Tappal excepting those of ephemeral character are numbered by the Tappal clerk in the

A:-Local Delivery Book  
B:-Security Register  
C:-Personal Register  
D:-Distribution register

Correct Answer:- Option-D

Question53:-The names of the \_\_\_\_\_ and the section clerk maintaining the personal register should be written on the flyleaf in each volume

A:-Head of office  
B:-Section Supt  
C:-Manager  
D:-Office Supt

Correct Answer:- Option-B

Question54:-Which of the following disposals is to be sent out in original:

A:-K-Dis  
B:-L-Dis  
C:-D-Dis  
D:-N-Dis

Correct Answer:- Option-D

Question55:-The call book will be in the custody of

A:-The subject clerk  
B:-Section Supt

C:-The Tappal clerk

D:-The Office supt

Correct Answer:- Option-C

Question56:-At the top of the current file will be placed a \_\_\_\_\_ fly leaf and its sheets will be tagged

A:-Blue

B:-Red

C:-Yellow

D:-Green

Correct Answer:- Option-A

Question57:-All the members of the establishment are expected to attend office form

A:-9 Am - 4 Pm

B:-9.30 Am -5 Pm

C:-10 Am - 4 Pm

D:-10 Am - 5 Pm

Correct Answer:- Option-D

Question58:-The personal register will be destroyed after a period of

A:-Three years

B:-Five years

C:-One year

D:-Two years

Correct Answer:- Option-A

Question59:-When a case has been finally disposed of the concerned clerk will send them together with one copy of the Index slip to the

A:-Record section

B:-Despatch section

C:-Office section

D:-Fair copy section

Correct Answer:- Option-C

Question60:-Distribution register consists of

A:-1-12 columns

B:-1-5 columns

C:-1-7 columns

D:-1-3 columns

Correct Answer:- Option-B

Question61:-Which of the following category of papers need not be registered in the distribution Register?

A:-Unstamped or insufficiently stamped petition

B:-Papers wrongly addressed

C:-Applications that are not in prescribed form

D:-All the above

Correct Answer:- Option-D

Question62:-Which among the following is the process of putting up in a case previous correspondence, laws , rules reports etc required for its disposal, flagging them and indicating their presence by reference in the margin

A:-Cross reference

B:-Referencing

C:-Noting

D:-Flagging

Correct Answer:- Option-B

Question63:-Security Register consists of

A:-1-5 columns

B:-1-10 columns

C:-1-9 columns

D:-1-3 columns

Correct Answer:- Option-C

Question64:-Record issue Register consists of

A:-1-10 columns

B:-1-9 columns

C:-1-5 columns

D:-1-6 columns

Correct Answer:- Option-A

Question65:-Which of the following need not be registered in the personal Register?

A:-Casual Leave Application

B:-Application for M.C.A.

C:-Earned Leave Application

D:-Transfer Application

Correct Answer:- Option-A

Question66:-Which of the following Registers to be destroyed after three years

A:-Personal Register

B:-Call Book

C:-Local Delivery Book

D:-All the above

Correct Answer:- Option-D

Question67:-Annual Index list will be destroyed after:

A:-10 years

B:-5 years

C:-20 years

D:-15 years

Correct Answer:- Option-C

Question68:-General ruling which arises from a particular case should be communicated to

A:-The Govt

B:-All of whom it may concern

C:-The general public

D:-All departments

Correct Answer:- Option-B

Question69:-Important Instructions of a standing nature to be uniformly followed by various authorities are communicated in the form of a:

A:-Circular

B:-Memorandum

C:-Letter

D:-Proceedings

Correct Answer:- Option-A

Question70:-Casual leave of ministerial staff is sanctioned by

A:-Section Supt

B:-Head of office

C:-Manager

D:-Head of the Dept

Correct Answer:- Option-A

Question71:-Cross reference of disposals in the inside of the dockets of all the back number files is known as

A:-Indexing

B:-Referencing

C:-Chaining

D:-Linking

Correct Answer:- Option-C

Question72:-The process of filing the slips in the Record room in one combined index for the whole office is known as

A:-Indexing of records

B:-Filing of Index slips

C:-Compilation of odd files

D:-Indexing files

Correct Answer:- Option-B

Question73:-When a current file is closed the nature of the disposal R-Dis, D-Dis etc, and the date will be entered in red ink in which column of the personal register

A:-Column No. 9

B:-Column No. 7

C:-Column No. 5

D:-Last column

Correct Answer:- Option-D

Question74:-Communications etc intended for the officers living in Head quarters will be delivered through

A:-Despatch Register

B:-Tappal Book

C:-Local delivery Book

D:-Distribution register

Correct Answer:- Option-C

Question75:-Govt. some times call for a report to be submitted after a year or so, such calls need not be kept open till the time to reply to them arrives such files may be closed and entered in the

A:-Cash book

B:-Call book

C:-Record book

D:-Stock register

Correct Answer:- Option-B

Question76:-If an order filed in a stock file is superceded by another or when an order becomes obsolete, who among the following is responsible to see that such orders are removed from the stock file and placed in the record file

A:-Section Supt

B:-Office Supt

C:-Section clerk

D:-Record keeper

Correct Answer:- Option-A

Question77:-While classifying papers for indexing personal papers relating to officials should be indexed in the \_\_\_\_\_ concerned

A:-Name of the sender

B:-Name of the Head of office

C:-Name of the office

D:-Name of the officer

Correct Answer:- Option-D

Question78:-All communications will be issued only in the name of the

A:-Head of office

B:-Head of dept

C:-Section office

D:-Manager

Correct Answer:- Option-A

Question79:-While sending disposals to the records section who is the responsible officer to see that all actions in the file is completed

A:-Fair copy Supt

B:-Section Supt

C:-Section clerk

D:-Manager

Correct Answer:- Option-B

Question80:-The irregular way of disposal of a file before completion of all actions is called

A:-Improper closing

B:-Early closing

C:-Erraneous closing

D:-Premature closing

Correct Answer:- Option-D

Question81:-A daily account of stamps should be maintained by the

A:-Section clerk

B:-Tappal clerk

C:-Section Supt.,

D:-Fair copy Supt.,

Correct Answer:- Option-D

Question82:-Stamps affixed on a petition are to be defaced by

A:-Section clerk

B:-Tappal clerk

C:-fair copy supt

D:-Head of office

Correct Answer:- Option-B

Question83:-Arising reference means

- A:-Any reference issued from the office itself
- B:-A communication received from another office
- C:-A communication received from Govt
- D:-A petition received from the public

Correct Answer:- Option-A

Question84:-printed slips of papers end of which is pasted to the flap and other end to the front of the envelop is

- A:-Stamp paper
- B:-Economy Labels
- C:-Despatch cover
- D:-None of the above

Correct Answer:- Option-B

Question85:-Who among the following officials should make proper arrangements for the disposal of work during holidays

- A:-Office supt
- B:-Head of office
- C:-Section Supt
- D:-Manager

Correct Answer:- Option-C

Question86:-When one case has relevance in relation to another case both the cases are submitted together and this process is called

- A:-Referencing
- B:-Chaining
- C:-Linking
- D:-Tagging

Correct Answer:- Option-C

Question87:-Note file consists of

- A:-The notes with unofficial references and replies thereto
- B:-Notes on demi-official reference and replies thereto
- C:-Telephonic messages etc
- D:-All the above

Correct Answer:- Option-D

Question88:-Rules to be observed in fair copying

- A:-Ascertain the number of copies required
- B:-Verify whether the draft has been duly approved
- C:-Should be typed on both sides of the paper
- D:-All the above

Correct Answer:- Option-D

Question89:-Five days rule means

- A:-The clerk should submit the papers within 5 days of its receipt
- B:-Paper will be resubmitted within 5 days from the date on which they are marked back to the office
- C:-Holidays will not be excluded
- D:-All the above

Correct Answer:- Option-D

Question90:-Drafts are placed

- A:-Above the Note file and below the current file
- B:-Below the current file and the Note file
- C:-Above the current file and below the Note file
- D:-Above the current file and the Note file

Correct Answer:- Option-C

Question91:-How many columns are there in a call Book?

- A:-Four
- B:-Six
- C:-Three
- D:-Seven

Correct Answer:- Option-B

Question92:-\_\_\_\_\_ are the previous orders or other papers connected with or bearing on the subject of a current under consideration and putup in the case with the current

- A:-Putup papers
- B:-Linked file
- C:-Note file
- D:-Back file

Correct Answer:- Option-A

Question93:-Valuables sent through local delivery will be put in envelopes or packed or sealed in the presence of the \_\_\_\_\_ who will be responsible for the contents

- A:-Manager
- B:-Head of office
- C:-Section head
- D:-Office supt

Correct Answer:- Option-C

Question94:-Each section supt should maintain a \_\_\_\_\_ in which a member of the staff wishing to leave the section should note the time of departure, the time of expected return and the purpose, before leaving the section

- A:-Movement Register
- B:-Personal Register
- C:-Reminder Diary
- D:-Despatch Register

Correct Answer:- Option-A

Question95:-It is the duty of the fair copy supt., to see that the Arrear list is obtained from the sections consolidated and submitted to the head of the office on the \_\_\_\_\_ of each month

- A:-First
- B:-tenth
- C:-Seventh
- D:-Fifth

Correct Answer:- Option-B

Question96:-If a case is entered in the call book, the call book number will be entered in the \_\_\_\_\_ against the date on which action is to be taken

- A:-Reminder Diary
- B:-Personal Register

C:-Distribution register  
D:-Register of periodicals  
Correct Answer:- Option-A

Question97:-Orders or instructions communicated over the phone should be copied out on the  
A:-Current file  
B:-Personal Register  
C:-Note file  
D:-Inward Register  
Correct Answer:- Option-C

Question98:-The \_\_\_\_\_ shall make arrangements for the maintenance, accounting and security of registers:  
A:-Head of office  
B:-Manager  
C:-Office supt  
D:-Head clerk  
Correct Answer:- Option-A

Question99:-There are \_\_\_\_\_ columns in the Arrear List  
A:-Eight  
B:-Six  
C:-Sixteen  
D:-Ten  
Correct Answer:- Option-C

Question100:-The number of entries on each page of the personal register shall ordinarily be  
A:-Five  
B:-One  
C:-two  
D:-Three  
Correct Answer:- Option-D