

**FINAL ANSWER KEY**

Paper: Departmental Manual of Office Procedure  
Date of Test 22-11-2022

- Question1:-A communication received in the office is stamped with the number of office until disposal, it is called  
A:-Current  
B:-Unit  
C:-Note  
D:-Head  
Correct Answer:- Option-A
- Question2:-The Tappal in the office is opened and stamped with the date of its receipt in the presence of an officer. Who is that officer?  
A:-Any superior officer  
B:-Section Clerk  
C:-Head of office  
D:-Personal Assistant  
Correct Answer:- Option-C
- Question3:-The process of putting up of previous correspondences like laws, reports, rules etc. is generally said to as  
A:-Putting up of  
B:-Referencing  
C:-Tagging  
D:-Remembering  
Correct Answer:- Option-B
- Question4:-Any reference issued from an office which originates the file is called as  
A:-Case  
B:-Enclosure  
C:-Numbering  
D:-Arising Reference  
Correct Answer:- Option-D
- Question5:-A note is written to facilities one of the following  
A:-To facilitate the disposal of a reminder  
B:-To facilitate the disposal of a Current file  
C:-To facilitate the disposal of a case  
D:-To facilitate the disposal of the Old file  
Correct Answer:- Option-C
- Question6:-A reply to a reference issued from office or a paper which though a reply of that nature to be filed with a current already pending is called  
A:-Case  
B:-Old Case  
C:-Note  
D:-Pending  
Correct Answer:- Option-B
- Question7:-In which register the section clerk has to enter the current when he received it through distribution register  
A:-Personal register  
B:-Daily register  
C:-Arrear register  
D:-Duty register  
Correct Answer:- Option-A
- Question8:-The finally closed file and \_\_\_\_\_ slip are sent to the record sections  
A:-Address tag  
B:-Blue cover  
C:-Label  
D:-Index  
Correct Answer:- Option-D
- Question9:-All communications received in the office, until numbering, are known as  
A:-Tappal  
B:-Case  
C:-Enclosure  
D:-Note sheet  
Correct Answer:- Option-A
- Question10:-The heads put in brackets in the list of Index Heads and Sub Heads are known as  
A:-Sub head  
B:-Bracketed heads  
C:-Appendix  
D:-Bracket  
Correct Answer:- Option-B
- Question11:-The file consists of notes with unofficial reference and replies thereto including Demi-official and telegraphic messages is known as  
A:-Reminder file  
B:-Reference file  
C:-Note file  
D:-Closed file  
Correct Answer:- Option-C
- Question12:-The currents received in the section are entered in the personal register by the  
A:-U.D. Clerk  
B:-Section Superintendent  
C:-Head Clerk  
D:-Subject Clerk  
Correct Answer:- Option-D
- Question13:-Which kinds of papers are not entered in the Distribution register  
A:-Reminder  
B:-Letter form  
C:-Memorandum  
D:-papers of ephemeral character  
Correct Answer:- Option-D

Question14:-A cheque has been received in the office. The Tappal clerk has entered the details in the security Register. After that to whom the Tappal clerk should deliver it for safe custody?

- A:-Section Clerk
- B:-Confidential Assistant
- C:-Manager
- D:-Librarian

Correct Answer:- Option-C

Question15:-When papers are pinned together at which side the sharp end of the pin should not be left free

- A:-At the top
- B:-At the left
- C:-Below
- D:-At the right side

Correct Answer:- Option-A

Question16:-The personal covers and those marked 'Secret' or 'Confidential' received in the office are opened by

- A:-Section Clerk
- B:-The officer to whom it is addressed
- C:-Head Clerk
- D:-Superintendent

Correct Answer:- Option-B

Question17:-When the officers of government correspond with each other without the formality of official procedure, the following form is used

- A:-Demi-official form
- B:-Endorsement form
- C:-Memorandum form
- D:-Letter form

Correct Answer:- Option-A

Question18:-The following important items should be put in the envelope and sealed for sending only in the presence of superintendent

- A:-Book post
- B:-Circulars
- C:-Post copy of phonogram
- D:-Valuables

Correct Answer:- Option-D

Question19:-This officer is responsible to inspect the record room of the office at least once in the quarter and record the remarks as provided in the rule

- A:-Record assistant
- B:-Security Officer
- C:-Head ministerial officer
- D:-Record keeper

Correct Answer:- Option-C

Question20:-The final disposal of the file with a copy of index slip is sent for safe custody to \_\_\_\_\_

- A:-Personal file of the officer
- B:-record room
- C:-Concerned section
- D:-Binding section

Correct Answer:- Option-B

Question21:-The stamps affixed on petitions received in the office are defaced by

- A:-Fair copy superintendent
- B:-Administrative officer
- C:-Tappal clerk
- D:-Head clerk

Correct Answer:- Option-C

Question22:-The attaching slips printed with letters of the alphabet or roman numerals to the top of the papers put up for reference is called

- A:-Flagging
- B:-Tagging
- C:-Checking slip
- D:-Remembering slip

Correct Answer:- Option-A

Question23:-The Tappal Book, consists of 5 columns (Form no: 1). This book is also called

- A:-Despatch register
- B:-Local Delivery
- C:-Intersection Transfer register
- D:-Distribution register

Correct Answer:- Option-D

Question24:-The entry in the index relating to an individual paper is called in one of the following terms

- A:-Entry
- B:-Title
- C:-Serial Number
- D:-Heading

Correct Answer:- Option-B

Question25:-This staff member is responsible to send urgent communications received during holidays and out of office hours to the head of office by special messenger

- A:-Office Peon
- B:-Duty Clerk
- C:-Attender
- D:-Security Staff

Correct Answer:- Option-B

Question26:-A new personal register is opened by clerk for

- A:-Every Calendar Year
- B:-Every financial year
- C:-Every 3 months
- D:-Every 6 months

Correct Answer:- Option-A

Question27:-How many years a personal register is to be retained in the office?

- A:-1 Year
- B:-10 Years
- C:-5 Years

D:-3 Years

Correct Answer:- Option-D

Question28:-The paper of the current file must be arranged beginning from the top and are to be numbered clearly in ink in this order

A:-General Order

B:-Descending order

C:-Chronological order

D:-Serial order

Correct Answer:- Option-C

Question29:-The Security Register consists of 9 column. This register is destroyed after the lapse of

A:-10 Years

B:-1 Year

C:-15 Years

D:-3 Years

Correct Answer:- Option-A

Question30:-Government orders in which there is no action beyond communicating to subordinates - these papers are not to be entered in the personal register, but should be filed in

A:-Miscellaneous file

B:-Stock file

C:-Record file

D:-Confidential file

Correct Answer:- Option-C

Question31:-This much of margin on both sides of papers are to be left blank when a note if prepared for submission

A:-Half page

B:-1/3 rd page

C:-Quarter page

D:-1 inch

Correct Answer:- Option-B

Question32:-Muslim officers are given 2 hours of time on Fridays for Juma Prayers in the time scheduled shown here, provided the time so spent is made up, if necessary, working outside office hours on the same of the other days of the week

A:-8:30 am to 10:30 am

B:-10:30 am to 12:30 pm

C:-2:30 pm to 4:30 pm

D:-12:30 pm to 2:30 pm

Correct Answer:- Option-D

Question33:-The colors of the fly leaf to be placed on top of the note file is

A:-Red

B:-Yellow

C:-Green

D:-Dark

Correct Answer:- Option-B

Question34:-The reference number and date to be noted in the note file in ink is in the color as mentioned below

A:-Red

B:-Black

C:-Blue

D:-Brown

Correct Answer:- Option-A

Question35:-When a petition of a person is rejected by a government office, this is to be specifically shown in the draft order

A:-From address

B:-Petitioner's address

C:-Number and Date

D:-Reason for rejection

Correct Answer:- Option-D

Question36:-The practice of closing a current file merely on the basis it has been delayed for a long time is to be strictly

A:-Allowed

B:-Agreed to

C:-Prohibited

D:-Accepted

Correct Answer:- Option-C

Question37:-The letter/communications received from the following persons to be promptly acknowledged

A:-MPs and MLAs

B:-Public

C:-Panchayat member

D:-District Collector

Correct Answer:- Option-A

Question38:-The personal papers are indexed in the name of

A:-Department

B:-Office

C:-Officers concerned

D:-Higher Officer

Correct Answer:- Option-C

Question39:-The authority empowered to address government directly is

A:-Head of office

B:-Head of Department

C:-District Education Officer

D:-Revenue Divisional Officer

Correct Answer:- Option-B

Question40:-The papers relating to 'Suites' are indexed under the head of

A:-Under Miscellaneous Heads

B:-Under each section

C:-Under Security register

D:-Head under 'Suites'

Correct Answer:- Option-D

Question41:-A slip (Form V) prepared in duplicate by the clerk when a disposal is to be indexed is called

A:-Flagging

B:-Index Slip

C:-Notice

D:-Slip for Information

Correct Answer:- Option-B

Question42:-The Communications to the Chairman, Kerala Public Service Commission (KPSC) is to be sent with covering letter to

A:-The Chairman, KPSC

B:-Confidential Assistant to the Chairman

C:-Secretary, KPSC

D:-Senior Member, KPSC

Correct Answer:- Option-C

Question43:-The fair copy superintendent should see that the under mentioned register is promptly maintained

A:-Movement Register

B:-Abstract Register

C:-Establishment Register

D:-Fair copy Register

Correct Answer:- Option-D

Question44:-The memorandum form is used in the office

A:-For internal use of office

B:-To address government

C:-To address outside offices

D:-To address local bodies

Correct Answer:- Option-A

Question45:-Drafts can be written in the currents itself in such circumstances

A:-Drafts relating to OP

B:-Big Drafts

C:-Drafting of Memorandum

D:-Very simple Drafts

Correct Answer:- Option-D

Question46:-The Head of the office is not available to sign the letters to be sent outside what is to be done to send these letters?

A:-'For' should be entered before the designation of the Head of the Office

B:-Section Superintendent can sign

C:-Higher officer of the same department of the nearest office can sign

D:-Confidential Assistant to the Head of Office can sign

Correct Answer:- Option-A

Question47:-In the record Room the clerk and the record keeper should be seated as mentioned below

A:-Middle of the Record Room

B:-Left side of the Record Room

C:-Entrance of the Record Room

D:-Right side of the Record Room

Correct Answer:- Option-C

Question48:-Which kind of disposal files are not to be sent to Record section by the superintendent, fair copy section

A:-R disposal files

B:-N disposal files

C:-K disposal files

D:-D disposal files

Correct Answer:- Option-B

Question49:-'XL' disposal are to be treated as shown below

A:-Do not register but lodge

B:-Be retained for 1 year

C:-Keep it for 3 days

D:-Return it in original

Correct Answer:- Option-A

Question50:-The daily workload register in Form Rules XVI is maintained by

A:-Superintendent, Fair Copy

B:-Typist

C:-Attender, Fair Copy

D:-Section Clerk

Correct Answer:- Option-B

Question51:-With how many holes are the index slips punched by means of which they are fixed in strict alphabetical order?

A:-7 holes

B:-5 holes

C:-3 holes

D:-2 holes

Correct Answer:- Option-D

Question52:-Copies of proceedings on which cases does the Head of the office himself have to sign

A:-Endorsement

B:-Memorandum

C:-Disciplinary case

D:-Advertisement

Correct Answer:- Option-C

Question53:-An MP writes a letter to an officer by name for an urgent issue, As per rule, the reply is to be given to the MP by

A:-The Office

B:-The officer to whom the communication was addressed

C:-The Subordinate officer

D:-An gazetted officer

Correct Answer:- Option-B

Question54:-Where should the despatch stamp be affixed by the despatch clerk

A:-Fair copy

B:-Reference

C:-Current

D:-Office copy

Correct Answer:- Option-D

Question55:-The printed slips of paper, one end of which is pasted to the flap and the other to the front of the envelope is called

A:-Cover

B:-Inland

C:-Economy labels  
D:-Folding

Correct Answer:- Option-C

Question56:-The letters etc. intended for officers within the headquarters are sent by

A:-Through local delivery book  
B:-Only messages  
C:-Courier service  
D:-Speed post

Correct Answer:- Option-A

Question57:-The currents and it's enclosures in the office are punched in this side for tagging

A:-Left hand corner  
B:-Top area  
C:-Right hand corner  
D:-Bottom area

Correct Answer:- Option-A

Question58:-When an instruction is received to an officer from the Minister it shall be brought to the notice of

A:-Secretary to government  
B:-Head of the department  
C:-Head of the office  
D:-Superintendent

Correct Answer:- Option-B

Question59:-The call book in form number XIV maintained in the office will be destroyed

A:-After 7 years  
B:-After 2 years  
C:-After 5 years  
D:-After 3 years

Correct Answer:- Option-D

Question60:-The reference slip is prepared by the subject clerk in the following form

A:-In form no. II  
B:-In form no. I  
C:-In form no. IV N  
D:-In form no. V

Correct Answer:- Option-C

Question61:-The fair copy superintendent must send the papers marked to him to issue (dispatch) within:

A:-Before 5'O clock in afternoon of the same day  
B:-Within 24 hours  
C:-Within 12 hours  
D:-Within a week

Correct Answer:- Option-B

Question62:-For getting requisition in the printed form, duly signed by the clerk, the records will be issued by the

A:-Record keeper  
B:-Manager  
C:-Head of the office  
D:-Superintendent

Correct Answer:- Option-A

Question63:-Which number is to be entered in the requisition when a record is received from the record section

A:-Serial number  
B:-Case number  
C:-Current number  
D:-Broadsheet number

Correct Answer:- Option-C

Question64:-On which day of each month, fair copy section should consolidate the arrear lists received from the sections and submit to the head of office

A:-On the 1st day of every month  
B:-On the 15th day of every month  
C:-On the 30th day of every month  
D:-On the 10th day of every month

Correct Answer:- Option-D

Question65:-The form of correspondence generally used when the Kerala government is addressed

A:-Letter form  
B:-Demi official form  
C:-Endorsement form  
D:-Note form

Correct Answer:- Option-A

Question66:-The form of salutations of official letters

A:-Dear Friend  
B:-Sir/Madam  
C:-Dear Madam  
D:-Kumari

Correct Answer:- Option-B

Question67:-At which interval the record keeper should prepare the arrear list of records taken by each section from records section for more than 3 months

A:-10th of every month  
B:-5th of every month  
C:-Once in 6 months  
D:-1st of every month

Correct Answer:- Option-D

Question68:-The columns of Personal Register maintained by a clerk in the office are

A:-1 to 5 columns  
B:-1 to 12 columns  
C:-1 to 10 columns  
D:-1 to 9 columns

Correct Answer:- Option-C

Question69:-One of the following officers is responsible for the copying, comparing and despatching of replies

A:-Typist

- B:-Accounts officer
- C:-Despatch Clerk
- D:-Fair copy Superintendent

Correct Answer:- Option-D

Question70:-What is the procedure to be adopted when it becomes necessary to refer in any one file to a paper in another file?

- A:-2 files to be linked
- B:-2 files to be closed
- C:-Keep the file one by one
- D:-Files to be separated

Correct Answer:- Option-A

Question71:-The typist is responsible for the maintenance of the register in form rules XVI namely

- A:-Daily collection register
- B:-Fee register
- C:-Daily workload register
- D:-Register of register

Correct Answer:- Option-C

Question72:-When the cover which is pasted with economy slip, the slip above is torn for this purpose

- A:-To save the economy slip
- B:-To use the cover again and again
- C:-To save time
- D:-Easy to open the cover

Correct Answer:- Option-B

Question73:-The number of columns of the local delivery book used in the office are

- A:-6 columns
- B:-7 columns
- C:-8 columns
- D:-10 columns

Correct Answer:- Option-A

Question74:-The stock file is to be kept by the section

- A:-For a period of 3 years
- B:-Permanently
- C:-For a period of 5 years
- D:-For a period of 10 years

Correct Answer:- Option-B

Question75:-When a case is finally disposed off, what is inserted at the end of the note file

- A:-Reference slip
- B:-Name of the file
- C:-Office address
- D:-Number and data

Correct Answer:- Option-D

Question76:-The following number of fly leaves can be placed for each file put up for reference

- A:-3 fly leaves
- B:-2 fly leaves
- C:-1 fly leaf
- D:-4 fly leaves

Correct Answer:- Option-C

Question77:-The fair copy relating to D.O. reply should be signed by

- A:-Head clerk
- B:-Head of the office
- C:-To whom the communication was addressed
- D:-Finance officer

Correct Answer:- Option-C

Question78:-Several papers for issue to the same officer on the same day shall be enclosed in

- A:-Separate envelope to be used
- B:-2 envelopes
- C:-3 envelopes
- D:-1 envelope

Correct Answer:- Option-D

Question79:-Packets containing official correspondences which is not of a confidential nature should be addressed by

- A:-Name
- B:-Official designation
- C:-Telegraphic message
- D:-Office address

Correct Answer:- Option-B

Question80:-How many columns are there in a despatch-cum-stamp account register?

- A:-1 to 8 columns
- B:-1 to 10 columns
- C:-1 to 12 columns
- D:-Total 9 columns

Correct Answer:- Option-A

Question81:-When the under mentioned type of letters are sent by the peons to officers houses, the time when they are handed over to the peons should be marked on the outside or in a separate slip for information of the officer in order to ensure that there is no undue delay in delivering the same on the part of the peons

- A:-Email
- B:-'Urgent' and 'Immediate' letters
- C:-Teleprinter messages relating to OP
- D:-Telephone messages

Correct Answer:- Option-B

Question82:-One of the duplicate copies of index slips prepared is attached to the disposal and sent to the Record keeper. Who is to keep the other one?

- A:-Clerk
- B:-Superintendent
- C:-Head of the office
- D:-Security officer

Correct Answer:- Option-A

- Question83:-The head of the office is only empowered to \_\_\_\_\_ the records kept after the time of preservation in expired
- A:-Chain
  - B:-File
  - C:-Dispose
  - D:-Destroy
- Correct Answer:- Option-D
- Question84:-The papers relating to appointments, leave, tour, minutes of meeting, circulars etc. are to be kept in a separate bundle called
- A:-Circular Record file
  - B:-Reference file
  - C:-General Record file
  - D:-Establishment record file
- Correct Answer:- Option-C
- Question85:-The annual index list will be destroyed after the period noted below
- A:-20 years
  - B:-3 years
  - C:-5 years
  - D:-10 years
- Correct Answer:- Option-A
- Question86:-The despatch Clerk will enter the letters in the register for delivery
- A:-Work register
  - B:-Local delivery Register
  - C:-Stamp register
  - D:-Movement Register
- Correct Answer:- Option-B
- Question87:-The additions or modifications of this list can be made only with the permission of the Head of the office
- A:-Establishment list
  - B:-Transfer list
  - C:-List of index heads
  - D:-Seniority list
- Correct Answer:- Option-C
- Question88:-This register shall be inspected by the Superintendent, Manager and the Head of the office in accordance with a schedule fixed by the Head of the office
- A:-Collection Register
  - B:-Attendance Register
  - C:-Coin war Register
  - D:-Register of periodicals
- Correct Answer:- Option-D
- Question89:-Permission of the head of the office is required to attend the office \_\_\_\_\_ by a staff member of his office
- A:-On time
  - B:-Punctually
  - C:-Early
  - D:-Late
- Correct Answer:- Option-D
- Question90:-The interval allowed to the staff members for tiffin from 1:15 pm is
- A:-25 minutes
  - B:-35 minutes
  - C:-45 minutes
  - D:-1 hour
- Correct Answer:- Option-C
- Question91:-The pages of this file which are used for reference must be nearly numbered in red ink
- A:-Note file
  - B:-Stock file
  - C:-Current file
  - D:-Reference file
- Correct Answer:- Option-B
- Question92:-The diary with 12 pages kept by the subject clerk for 1 calendar year is called
- A:-Reminder diary
  - B:-Office diary
  - C:-Personal diary
  - D:-T.A. diary
- Correct Answer:- Option-A
- Question93:-Cases which are ordered to be kept in abeyance are said to be
- A:-Delay
  - B:-'Lie over'
  - C:-Keep
  - D:-Pending
- Correct Answer:- Option-B
- Question94:-Who are responsible to check the reminder diary from time to time
- A:-Clerk and Head clerk
  - B:-The clerk and unit officer
  - C:-The superintendent and the officer concerned
  - D:-Clerk and Head of the department
- Correct Answer:- Option-C
- Question95:-This kind of messages will be treated as Demi-official communications
- A:-Telephone messages
  - B:-Teleprinter messages
  - C:-Fax message
  - D:-Email
- Correct Answer:- Option-A
- Question96:-Generally what is the number of sessions the employees under the Government of Kerala to mark their attendance daily in the attendance register kept in the office as per the rule now in existence?
- A:-Thrice
  - B:-Once
  - C:-5 times
  - D:-Twice

Correct Answer:- Option-D

Question97:-Normally within how many days should the papers be resubmitted from the date on which they are marked back to the office

- A:-5 days
- B:-The same day
- C:-10 days
- D:-15 days

Correct Answer:- Option-A

Question98:-The peons should, however, attend the office at \_\_\_\_\_

- A:-10:00 am
- B:-9:30 am
- C:-10:15 am
- D:-9:00 am

Correct Answer:- Option-B

Question99:-When is the attendance register closed by the superintendent after the office is opened

- A:-30 minutes
- B:-15 minutes
- C:-10 minutes
- D:-5 minutes

Correct Answer:- Option-C

Question100:-The confidential papers are kept by the Head of the Office or other responsible officers under

- A:-Record section
- B:-Security officer
- C:-Cash chest
- D:-Under lock and Key

Correct Answer:- Option-D