

PROVISIONAL ANSWER KEY

Paper: 027 - Manual of Office Procedure(for officers other than secretariat)
Date of Test 22-03-2023

Question1:-Who among the following officers should set an example to others by themselves attending office punctually:

- A:-Section Supt.
- B:-Head Of Office
- C:-Office Supt.
- D:-Manager

Correct Answer:- Option-A

Question2:-The R.D.L. and N disposals are indexed in duplicate by the _____ who makes necessary entries and closes the current in the Personal Register:

- A:-Tappal Clerk
- B:-Despatch Clerk
- C:-The Clerk concerned
- D:-Office Supt.

Correct Answer:- Option-C

Question3:-Specify the colour of the flyleaf added to the note file at the beginning:

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

Correct Answer:- Option-A

Question4:-Which method should be used if an order deals with more than one subject which falls under more than one head?

- A:-Referencing
- B:-Cross reference
- C:-Indexing
- D:-Chaining

Correct Answer:- Option-B

Question5:-If an order filed in a stock file is superceded by another or when an order becomes obsolete which officer is responsible to see that such orders are removed from the stock file and placed in the record file?

- A:-Section Supt.
- B:-Section Clerk
- C:-Office Supt.
- D:-Record Keeper

Correct Answer:- Option-A

Question6:-While clarifying papers for indexing personal papers relating to officials should be indexed under _____ concerned

- A:-Name of the office
- B:-Name of the officer
- C:-Name of the sender
- D:-Name of the head of office

Correct Answer:- Option-B

Question7:-Govt. sometimes 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:-Record Book
- C:-Call Book
- D:-Stock Register

Correct Answer:- Option-C

Question8:-The details of money cheque and other valuables received as enclosures to communications will be entered in the _____

- A:-Stock Register
- B:-Distribution Register
- C:-Personal Register
- D:-Security Register

Correct Answer:- Option-D

Question9:-Copies of official Communications address to Govt. offices should not be sent to non officials. They should be addressed by:

- A:-Demi Official letter
- B:-Memorandum
- C:-Letter
- D:-Proceedings

Correct Answer:- Option-C

Question10:-In an office who is expected to open the envelopes addressed by name and those marked 'secret' or 'Strictly Confidential':

- A:-The Section Supt.
- B:-The Office Supt.
- C:-The Tappal Clerk
- D:-The Addressee

Correct Answer:- Option-D

Question11:-Communications etc. intended for the officers living in the Head Quarters will be delivered through:

- A:-Local Delivery Book
- B:-Tappal Book
- C:-Despatch Register
- D:-Distribution Register

Correct Answer:- Option-A

Question12:-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 _____ of the Personal Register.

- A:-Column-9
- B:-Last Column
- C:-Column-7
- D:-Column-5

Correct Answer:- Option-B

Question13:-Cross reference of the disposals in the inside of the jackets of all the back number files is known as:

- A:-Indexing
- B:-Referencing
- C:-Chaining

D:-Linking

Correct Answer:- Option-C

Question14:-The office copy of the draft and enclosure are to be added to the:

A:-Note file

B:-Current file

C:-Stock file

D:-Disposal file

Correct Answer:- Option-B

Question15:-Casual leave of mini sterial staff is sanctioned by the:

A:-Section Supt.

B:-Head of office

C:-Manager

D:-Head Clerk

Correct Answer:- Option-A

Question16:-Important instructions of a standing nature to be uniformly followed by various authorities are communicated in the form of a:

A:-Memorandum

B:-Proceedings

C:-Letter

D:-Circular

Correct Answer:- Option-D

Question17:-Petitions from private parties and elected members should be immediately:

A:-Granted

B:-Rejected

C:-Acknowledged

D:-Accepted

Correct Answer:- Option-C

Question18:-Which of the following need not be registered in the Personal Register?

A:-Casual Leave application

B:-Earned Leave application

C:-Transfer application

D:-Application for Conveyance advance

Correct Answer:- Option-A

Question19:-Which of the following Registers are to be destroyed after three years?

A:-Personal Register

B:-Local Delivery Book

C:-Call Book

D:-All the above

Correct Answer:- Option-D

Question20:-Annual Index list will be destroyed after:

A:-Ten years

B:-Twenty years

C:-Five years

D:-Two years

Correct Answer:- Option-B

Question21:-Record issue register consists of:

A:-1-10 columns

B:-1-9 columns

C:-1-5 columns

D:-1-3 columns

Correct Answer:- Option-A

Question22:-Security Register consists of

A:-1-5 columns

B:-1-9 columns

C:-1-10 columns

D:-1-6 columns

Correct Answer:- Option-B

Question23:-Distribution Register contains:

A:-1-12 columns

B:-1-10 columns

C:-1-5 columns

D:-1-7 columns

Correct Answer:- Option-C

Question24:-The head of the office inspecting the record room should verify:

A:-Whether the record room is in good repair and protected from white ants

B:-Whether the records are well arranged and kept neatly

C:-Whether fire fighting equipment is available

D:-All the above

Correct Answer:- Option-D

Question25:-Rules to be observed in fair copying:

A:-Verify whether the draft has been duly approved by competent authority

B:-Ascertain the number of copies required

C:-Should be typed on both sides of the paper

D:-All the above

Correct Answer:- Option-D

Question26:-Correspondence directly to Govt. only through:

A:-Secretary

B:-Regional officers

C:-Head of depts.

D:-Joint Directors

Correct Answer:- Option-C

Question27:-Memorandum form of Correspondence can be signed by:

A:-The manager

B:-Section Supt.

C:-Fair copy Supt.

D:-Head Clerk

Correct Answer:- Option-B

Question28:-Form of correspondence to the Vice Chancellor or Registrar of university should be:

A:-Letter

B:-Demi Official

C:-Memorandum

D:-Proceedings

Correct Answer:- Option-A

Question29:-XL disposals are those that are to be:

A:-Destroyed after one year

B:-Destroyed after three years

C:-Do not register but lodge

D:-Do not register but return in original

Correct Answer:- Option-C

Question30:-K-Disposals are those that are to be destroyed after:

A:-To be retained permanently

B:-Seven years

C:-Five years

D:-Three years

Correct Answer:- Option-D

Question31:-Which of the following category of papers need not be registered in the Distribution Register?

A:-Unstamped or insufficiently stamped petitions

B:-Paper wrongly addressed

C:-Applications that are not in prescribed form

D:-All the above

Correct Answer:- Option-D

Question32:-When a case has been finally disposed of the concerned clerk will send them together with one copy of the index slip to:

A:-The office section

B:-Despatch section

C:-Record section

D:-Fair copy section

Correct Answer:- Option-C

Question33:-All the members of the establishment are expected to attend office from _____ daily.

A:-9 am - 4 pm

B:-10 am - 5 pm

C:-9.30 am - 4.30 pm

D:-8 am - 4 pm

Correct Answer:- Option-B

Question34:-Forfeiture of a days casual leave will ordinarily be the penalty for every _____ late attendance without permission:

A:-Two days

B:-Five days

C:-Seven days

D:-Three days

Correct Answer:- Option-D

Question35:-Grace time allowed to an employee to mark his attendance in the concerned section attendance register:

A:-Thirty minutes

B:-Ten minutes

C:-Fifteen minutes

D:-Five minutes

Correct Answer:- Option-B

Question36:-The names of the _____ and the section clerk maintaining the Personal Register should be written on the fly leaf in each volume.

A:-Section Supt.

B:-Office Supt.

C:-Manager

D:-Head of the office

Correct Answer:- Option-A

Question37:-Papers received as Tappal excepting those of ephemeral character are numbered by the Tappal clerk in the:

A:-Personal Register

B:-Security Register

C:-Local Delivery Book

D:-Distribution Register

Correct Answer:- Option-D

Question38:-Official correspondence to the Kerala Public Service Commission should be addressed to the:

A:-Chairman

B:-Joint Secretary

C:-Secretary

D:-Controller

Correct Answer:- Option-C

Question39:-A communication received in the office which is stamped with the number of the office is, until disposal known as:

A:-Tappal

B:-Current

C:-Case

D:-Enclosure

Correct Answer:- Option-B

Question40:-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

Question41:-Which of the following is a minor division of the office consisting of a supt. and one or more clerks?

A:-Section

B:-Office Section

C:-Secret Section

D:-Sub Division Office

Correct Answer:- Option-A

Question42:-General ruling which arises from a particular case should be communicated to:

A:-All of whom it may concern

B:-All Departments

C:-The Government

D:-The General Public

Correct Answer:- Option-A

Question43:-Tappal received in an office will be opened in the presence of

A:-The manager

B:-Head ministerial officer

C:-The fair copy Supt.

D:-The Head of the office

Correct Answer:- Option-D

Question44:-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

Question45:-The orders of _____ should be taken annually for the destruction of record files

A:-Head of the office

B:-Office Supt.

C:-Head clerk

D:-Manager

Correct Answer:- Option-A

Question46:-Each drafting clerk in a section will keep a reminder diary of a manuscript form of _____ pages.

A:-Thirty

B:-Twenty four

C:- Six

D:-Twelve

Correct Answer:- Option-D

Question47:-The term used to denote the process of copying and despatching communications intended for any person or authority is:

A:-Issue

B:-Despatch

C:-Local delivery

D:-Disposal

Correct Answer:- Option-A

Question48:-A call book shall be submitted for inspection once in:

A:-Six months

B:-Every month

C:-A year

D:-Three months

Correct Answer:- Option-B

Question49:-On receipt of the arrear list which of the following officials should compare them with the pendency as per the Distribution Register?

A:-The office Supt.

B:-The Section Supt.

C:-The fair copy Supt.

D:-The Subject Clerk

Correct Answer:- Option-C

Question50:-All papers marked for issue are ordinarily expected to be issued within _____ of its receipt in the fair copy section

A:-Twelve hours

B:-Two days

C:-Twenty four hours

D:-Five days

Correct Answer:- Option-C

Question51:-Papers will normally be submitted by the office within _____ of their receipt in office

A:-Two days

B:-Three days

C:-Ten days

D:-Five days

Correct Answer:- Option-D

Question52:-Permanent files of important orders maintained for case of reference and which must be carefully kept up to date is called:

A:-Record files

B:-Stock files

C:-Closed files

D:-Current files

Correct Answer:- Option-B

Question53:-How many columns are there in the Daily work load Register for typists?

A:-Eight

B:-Ten

C:-Three

D:-Six

Correct Answer:- Option-A

Question54:-The Head of the office will make a detailed inspection of the Records Section in _____ every year.

A:-July

B:-December

C:-April

D:-January

Correct Answer:- Option-C

Question55:-The Manager or the Head ministerial officer will inspect the record room at least once:

A:-in six months

B:-in a quarter

C:-in a year

D:-in one month

Correct Answer:- Option-B

Question56:-Watching of return of records is one of the important duties of the:

A:-Fair copy Supt.

B:-The Section Supt.

C:-The Manager

D:-The Record Keeper

Correct Answer:- Option-D

Question57:-A new requisition slip should be taken whenever a file or book has to be retained for more than _____ since the earlier slip was issued.

A:-Three months

B:-One month

C:-Five months

D:-Six months

Correct Answer:- Option-A

Question58:-All records issued out of the Record Section shall be entered in a Register in Form X Appendix I called

A:-Stock Register

B:-Periodical Register

C:-Record Issue Register

D:-Distribution Register

Correct Answer:- Option-C

Question59:-Which of 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 records 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

Question60:-For the purpose of maintainance and check of stamp account and despatch of communications a Register in Form No.VIII of Appendix I shall be used namely:

A:-Distribution Register

B:-Despatch cum stamp Account Register

C:-Stock Register

D:-Fair copy Register

Correct Answer:- Option-B

Question61:-Copies of proceedings on disciplinary cases should be signed by:

A:-The Head of the office

B:-Section Supt.

C:-Head Ministerial officer

D:-Fair Copy Supt.

Correct Answer:- Option-A

Question62:-The fair copy supt. is directly responsible for:

A:-The efficient working of the section

B:-Prompt despatch of papers sent to him for issue

C:-Supervision of entries in the fair copy register

D:-All the above

Correct Answer:- Option-D

Question63:-When the copy of a paper is sent to a subordinate officer for remarks or is communicated to him in original for information or disposal. The disposal takes the form of a / an:

A:-Proceedings form

B:-Memorandum form

C:-Endorsement form

D:-Demi official form

Correct Answer:- Option-C

Question64:-The entry in the index relating to an individual paper is called a:

A:-Title

B:-Subhead

C:-Head

D:-Subject

Correct Answer:- Option-A

Question65:-D-Disposals are those that are to be destroyed after:

A:-One year

B:-Five years

C:-Six years

D:-10 years

Correct Answer:- Option-D

Question66:-Colour of the fly leaf which is added to at the beginning of the note file:

A:-Red

B:-Blue

C:-Yellow

D:-Green

Correct Answer:- Option-C

Question67:-A new Personal Register is opened for every:

A:-Three months

B:-Calendar year

C:-Ten months

D:-Financial year

Correct Answer:- Option-B

Question68:-The number of entries on each page of the Personal Register shall ordinarily be:

A:-Two

B:-Three

C:-Five

D:-Four

Correct Answer:- Option-B

Question69:-As soon as the papers are received in the section the subject clerk must at once enter them in the:

A:-Tappal Register

B:-Stock Register

- C:-Personal Register
- D:-Distribution Register
- Correct Answer:- Option-C

Question70:-A reference issued from office and originating a file will be assigned a number and registered in the same way as any other paper received in the Tappal:

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

Correct Answer:- Option-A

Question71:-The process of attaching to the top of papers put up for reference in a case, slips printed with letters of the Alphabet or Arabic or Roman - numerals:

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

Correct Answer:- Option-D

Question72:-The statement of the final decision of the head of the office on any matter submitted for information or orders:

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

Correct Answer:- Option-B

Question73:-The preparation of any communication which it is proposed to issue:

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

Correct Answer:- Option-D

Question74:-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

Question75:-Peons will be under the immediate control of

- A:-Section heads
- B:-Head of Office
- C:-Office Supt.
- D:-Fair Copy Supt.

Correct Answer:- Option-A

Question76:-In Office 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

Question77:-When Govt. officers correspond with each other or with any member of the public on administrative or official matters without the formality of official procedure and with a view to the interchange or communication of opinion or information which it may be considered undesirable to place on official record, the form of correspondence adopted is

- A:-Unofficial
- B:-Demi-official
- C:-Letter
- D:-Endorsement

Correct Answer:- Option-B

Question78:-The _____ shall make arrangements for the maintenance, accounting and security of registers.

- A:-Head of the Office
- B:-Office Supt.
- C:-Fair Copy Supt.
- D:-Section Supt.

Correct Answer:- Option-A

Question79:-R-Disposals are those that are to be

- A:-Destroyed after seven years
- B:-Destroyed after three years
- C:-To be retained permanently
- D:-Destroyed after Ten years

Correct Answer:- Option-C

Question80:-XN-Disposal

- A:-Do not register but return in original
- B:-Destroyed after three years
- C:-Destroyed after seven years
- D:-Donot register but lodge

Correct Answer:- Option-A

Question81:-The Official formal correspondence to M.L.A, MP should be in _____ form.

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

Correct Answer:- Option-C

Question82:-Memorandum form can be signed by

- A:-Supt. of the section
- B:-Fair Copy Supt.
- C:-Secretary
- D:-Manager

Correct Answer:- Option-A

Question83:-Irregular way of disposal of a file before completion of all action in a file is termed as

- A:-Improper closing
- B:-Premature closing
- C:-Early closing
- D:-Erroneous closing

Correct Answer:- Option-B

Question84:-The daily account of stamps should be verified by

- A:-Manager
- B:-Section Clerk
- C:-Tappal Clerk
- D:-Fair Copy Supt.

Correct Answer:- Option-D

Question85:-Effective mechanism for checking delay and arrears

- A:-Reminder diary
- B:-Inward register
- C:-Personal register
- D:-Distribution register

Correct Answer:- Option-C

Question86:-Printed slips of papers, one end of which is pasted to the flap and other to the front of the envelope is

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

Correct Answer:- Option-B

Question87:-What is Five days rule?

- A:-Papers should be submitted by the office within five days inclusive of holidays or their receipt
- B:-Papers will be re-submitted within five days from the date on which they are marked back to the office
- C:-Holiday will not be excluded
- D:-All the above

Correct Answer:- Option-D

Question88:-Call book will be destroyed

- A:-After 6 years
- B:-After 4 years
- C:-After 5 years
- D:-After 3 years

Correct Answer:- Option-D

Question89:-Running note will be destroyed

- A:-After 5 years
- B:-After 6 years
- C:-After 3 years
- D:-After 4 years

Correct Answer:- Option-C

Question90:-Security Register will be destroyed

- A:-After 10 years
- B:-After 8 years
- C:-After 5 years
- D:-After 6 years

Correct Answer:- Option-A

Question91:-Records are more easily and more quickly obtained from the _____ than by hunting for them in ill arranged lots detained in the section.

- A:-Reference room
- B:-Store room
- C:-Records room
- D:-Office Section

Correct Answer:- Option-C

Question92:-A paper is said to be _____ when it is given current number and entered with an abstract in the personal register.

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

Correct Answer:- Option-B

Question93:-No paper should be transferred to the call book unless no action due in the office for a period of

- A:-Six months
- B:-Three months
- C:-Two years
- D:-One year

Correct Answer:- Option-A

Question94:-The instructions in the note under rule 92(a)(i) Kerala Treasury Code Vol-I shall be followed for _____ in the case of maintaining different registers in the office.

- A:-Security Register
- B:-Call Book
- C:-Attendance Register
- D:-Cash Book

Correct Answer:- Option-D

Question95:-Colour of the fly leaf which is added to at the beginning of the current file

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

Correct Answer:- Option-B

Question96:-To watch the punctual receipt or despatch of periodical reports and returns each clerk will maintain one of the following registers

- A:-Register of Periodicals
- B:-Register of Reports
- C:-Register of Returns

D:-Despatch Register

Correct Answer:- Option-A

Question97:-Registration slip for records shall be signed by the _____ concerned.

A:-Supt.

B:-Typist

C:-Clerk

D:-Manager

Correct Answer:- Option-C

Question98:-Name the register in which a member of the staff wishing to leave the section should note the time of departure before leaving the section.

A:-Tappal Register

B:-Record Register

C:-Personal Register

D:-Movement Register

Correct Answer:- Option-D

Question99:-Number of records to be asked for in one requisition slip

A:-Two

B:-One

C:-Five

D:-Three

Correct Answer:- Option-B

Question100:-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 _____ of the Personal Register.

A:-Column 9

B:-Last column

C:-Column 7

D:-Column 4

Correct Answer:- Option-B