

236/2023

Maximum : 100 marks

Time : 1 hour and 30 minutes

1. How many ways Special Contractions are formed?

1. 5 ways
2. 4 ways
3. 2 ways
4. 3 ways

(A) 4 only

(B) 1 only

(C) 2 only

(D) 3 only

2. Which of the following words are related to medial omission in Special Contractions?

1. Executor
2. Parliamentary
3. Remarkable
4. Intelligence

(A) 1, 3 and 4

(B) 1, 2 and 3

(C) 1, 2 and 4

(D) 3 only

3. In before the circled strokes ————— is expressed by a small hook written in the direction as the circle.

1. Sgr, Sdr
2. Sgr and downward H
3. Str, Skr and Upward H
4. None of the above

(A) 1 only

(B) 2 only

(C) 3 only

(D) 4 only

4. A semicircle is employed medially as an alternative to the stroke :
1. Y
 2. H
 3. Aspirate
 4. W
- (A) 4 only (B) 2 only
(C) 1 only (D) 3 only
5. The double length form of ng-kr or ng-gr is written initially and when following a circle or an:
1. Downstroke
 2. Upstroke
 3. Horizontal stroke
 4. None of these
- (A) 1 only (B) 4 only
(C) 3 only (D) 2 only
6. In which direction the shun hook is written after the FK or FG?
1. Right motion
 2. Left motion
 3. Both the directions
 4. None of these
- (A) 1 only (B) 3 only
(C) 4 only (D) 2 only
7. Where a stroke form of H is not convenient in the middle of a word, H is represented by?
1. Tick H
 2. Dot H
 3. Downward H
 4. Upward H
- (A) 3 only (B) 1 only
(C) 4 only (D) 2 only

8. Where R follows another stroke and is hooked finally, it is generally written which direction?
1. Upward
 2. Downwards
 3. Both Direction
 4. None of these
- (A) 1 only (B) 3 only
(C) 4 only (D) 2 only
9. For the purpose of vowel indication, Initial “L” is written ———— when preceded by a vowel and followed immediately by a horizontal, not hooked or circled initially.
1. Upward and downward
 2. Upward
 3. Downward
 4. None of these
- (A) 2 only (B) 4 only
(C) 3 only (D) 1 only
10. After a straight downstroke with an initial attachment, SH is generally written which side?
1. Left side
 2. Right side
 3. Opposite side of the an initial attachment
 4. None of these
- (A) 4 only (B) 3 only
(C) 2 only (D) 1 only
11. In which direction the Stroke ‘L’ is written, when its immediately preceding or following a circle attached to a curve?
1. Downward
 2. Upward
 3. Same direction as the circle
 4. None of these
- (A) 2 only (B) 1 only
(C) 3 only (D) 4 only

12. The aspirate is added to which stroke by enlarging the hook:
1. H
 2. Y
 3. W
 4. None of these
- (A) 2 only (B) 1 only
(C) 4 only (D) 3 only
13. Which of the following statement are not related to Halving Principle not applied?
1. In words of more than one syllable when a vowel follows final t or d
 2. In words of one syllable, light strokes without a final hook or a joined diphthong are halved for t only
 3. When a triphone immediately precedes t or d
 4. When a more distinctive outline is obtained by the use of the stroke t or d
- (A) 1, 2 and 3 (B) 1, 3 and 4
(C) 1 and 4 (D) 2 only
14. How the initial hook 'R' is represented in a straight stroke?
1. A small initial hook written with the Left motion
 2. A small initial hook written with the Right motion
 3. A small final hook written with the Left motion
 4. A small initial hook written with the Right motion
- (A) 1 only (B) 4 only
(C) 2 only (D) 3 only
15. The hooked form "LN" and "SHN" when joined to another stroke may be written:
1. Upward
 2. Downward
 3. Upward and Downward
 4. None of these
- (A) 1 only (B) 3 only
(C) 2 only (D) 4 only

16. After straight upstrokes and after the consonants K, G, N which form of FL, VL are used?

1. Left Form
2. Right Form
3. Both Forms are used
4. None of these

(A) 4 only (B) 1 only
(C) 3 only (D) 2 only

17. How the F or V hook represented in a curve?

1. A small final hook struck by the left motion
2. A small final hook struck by the right motion
3. A small initial I hook struck by the left motion
4. No hook

(A) 3 only (B) 4 only
(C) 1 only (D) 2 only

18. Which positions generally contracted outlines are written?

1. above
2. on
3. through
4. none of these

(A) 3 only (B) 1 only
(C) 4 only (D) 2 only

19. The sound of "Z" ————— must be represented by the Stroke Z.

1. Initially
2. Medially
3. Finally
4. None of these

(A) 3 only (B) 1 only
(C) 2 only (D) 4 only

20. _____ may be used in Prefixes or Suffixes?
1. Grammalogues
 2. Logogram
 3. Diphthong
 4. Triphone
- (A) 4 only (B) 2 only
(C) 3 only (D) 1 only
21. The statement that contains the particulars of holding a meeting is known as :
- (A) Memo (B) Agenda
(C) Notice (D) Circular
22. The official records of discussions held and decisions taken at a meeting are called :
- (A) Work Book (B) Correspondence
(C) Record Book (D) Minutes
23. What can be the purpose of writing an informal letter?
- (A) To convey urgent official matters (B) To convey a meeting
(C) To convey official requirements (D) To convey our feelings
24. Banking correspondence is exchanged:
- (A) Between a bank and their customer
(B) Between a head office of a bank and its branch/employees
(C) Between at least two different banks
(D) All of the above
25. Which of the following seek information regarding purchase of a product?
- (A) Sales related enquiry (B) General enquiry
(C) Status enquiry (D) Private enquiry
26. There are 9 PIN regions in India, the first 8 are geographical regions and the digit 9 is reserved for:
- (A) Parliament Members (B) Lakshadweep
(C) Army (D) Central Government
27. The full form of QMS:
- (A) Quick Messaging System (B) Quick Mail Service
(C) Quick Marketing Service (D) Quality Management System

28. While your business wants to convey an ordinary matter or main idea to a large audience _____ is used as business correspondence.
- (A) Circulars (B) Messages
(C) Memos (D) E-mails
29. Payment of rent for Post Box and Post Bag combined together is Rs. _____ with different numbers.
- (A) Rs. 500 (B) Rs. 250
(C) Rs. 300 (D) Rs. 100
30. In business, generally, any communication in the form of letter is known as:
- (A) Formal Letter (B) Expression
(C) Informal letters (D) Correspondence
31. One can open a savings account in Post Office with a minimum rupees of:
- (A) Rs. 500 (B) Rs. 20
(C) Rs. 100 (D) Rs. 50
32. The flow of information between employees, departments, branches and units of the same company is termed as:
- (A) Internal Correspondence (B) Routine Correspondence
(C) Sales Correspondence (D) Personalized Correspondence
33. The Head Quarter of Department of Posts (Dak Bhavan) is situated at:
- (A) New Delhi (B) Kolkata
(C) Mumbai (D) Chennai
34. Post Cards containing communications recorded by printing, cyclostyling or by any other mechanical process is known as:
- (A) Meghdoot Post card (B) Ordinary Post card
(C) Printed Post card (D) None of these
35. Papers of any kind, periodicals and books impressed in "Braille" or other special type for the use of blind are allowed to be transmitted by post is known as:
- (A) Blind cover (B) Braille cover
(C) Under Blind Certificate (D) Blind Literature Packet

36. The PINCODE system is introduced in India from :
- (A) 15th August 1967 (B) 26th January 1956
(C) 15th August 1972 (D) 26th January 1972
37. In writing a Business Letter, name the part of the letter showing “Dear Mr. Karthik”
- (A) Welcome (B) Closing
(C) Reference (D) Salutation
38. In VPP, the amount specified for remittance to the sender for any postal article does not exceed Rs. :
- (A) 5,000 (B) 10,000
(C) 1,000 (D) 2,000
39. A business correspondent means :
- (A) An agent of the business house
(B) An agent who provides banking services
(C) A type of money lender
(D) None of the above
40. Which of the following is the dimension of a postcard?
- (A) 14 cm × 9 cm (B) 14 cm × 10 cm
(C) 12 cm × 9 cm (D) 12 cm × 10 cm
41. A place where business is transacted or services are provided is called :
- (A) Shop (B) Office
(C) Call centre (D) Akshaya centre
42. Some points are given below related to an office which of them is/are true :
- I. Office is a central place for all sorts of clerical work
II. It is an administrative center of an organisation
III. Its major function is to provide information
IV. It co-ordinates the different activities of the organisation
- (A) I, II and IV (B) I, II and III
(C) II and III (D) All of the above

43. Which of the following is not correct related to purpose of an office?
- I. To collect and transmit information
 - II. To direct, control and co-ordinate the activities of various departments
 - III. To plan the policies of the business and ensure their implementation
 - IV. To provide loans and advances for operations of the business
- (A) II (B) II and III
(C) IV (D) I and III
44. ————— connects the organisation with the outsiders and vice versa.
- (A) Shop (B) Mall
(C) Office (D) Field visitors
45. Processing of informations, involves :
- (A) Communication, Simplification and Clarification
 - (B) Calculation, Condensation and Simplification
 - (C) Collection, Processing and Communication
 - (D) Collection, Arrangement and Distribution
46. Which of the following is not an example of external source of information?
- (A) Employees (B) Customers
(C) Suppliers (D) Investors
47. MIS Stands for:
- I. Marketing Information System
 - II. Management Information System
 - III. Marketing Identification System
 - IV. None of these
- (A) I (B) II
(C) III (D) IV
48. As a result of ————— the offices would have less paper work, and the ambience of the office will substantially improve.
- (A) Typewriter (B) Duplicator
(C) e-office (D) Scanner and Photocopier

49. "The process by which activities or function of enterprise are grouped homogeniously into different groups is called":
- (A) Specification (B) Departmentation
(C) Customisation (D) Classification
50. Who looks after the matters related to the staff like recruitment, placement, fixing remuneration, promotion, transfer etc.?
- (A) Human Resource Manager (B) Purchase Manager
(C) General Administrative Manager (D) Finance Manager
51. The maximum available time to issue the information asked for under RTI Act 2005 is _____ days.
- (A) 25 (B) 31
(C) 30 (D) 28
52. While sending letters from government offices, we can see "On IGS" at the top the envelop; "On IGS" stands for:
- (A) On Indian Government Servant (B) On Indian Governance Service
(C) On Indian Government Service (D) On Indian Governments
53. "The art of guiding the personnel of the office in the use of means appropriate to its environment in order to achieve its specified purpose" is called
- (A) Office Communication (B) Management Information System
(C) Office Management (D) Marketing Information System
54. A person who is appointed to write or transact business for another person or society, a company or a public body:
- (A) Manager (B) Accountant
(C) President (D) Secretary
55. Which of the following is/are not a duty of a company secretary?
- I. Convene board meetings and annual general body meeting
II. Execute agreements on behalf of the company
III. File all types of returns on time with the ministry of company affairs
IV. Enrole new members and collect subscription from the members
- (A) IV (B) II
(C) I (D) I, II and III

62. The machine used to record speech in different media :
- (A) Dictating machine
 - (B) Duplicating machine
 - (C) Telephone Recording and Answering
 - (D) None of the above
63. The machine which eliminated the need for offices to use carbon copies to reproduce documents and enabled staff to make unlimited copies :
- (A) Printer
 - (B) Typewriter
 - (C) Photocopier
 - (D) None of the above
64. Chain stores, Supermarkets etc. use a machine where large number of customers make cash payments for purchases. Name the machine :
- (A) Calculating machine
 - (B) Cash Register
 - (C) Accounting machine
 - (D) None of the above
65. The machine that dampers and sticks the flaps of envelope :
- (A) Stamping machine
 - (B) Envelope sealing machine
 - (C) Folding machine
 - (D) Franking machine
66. The machine that allows for information from the computer to be printed on a piece of paper :
- (A) Fax machine
 - (B) Photo copier
 - (C) Printer
 - (D) Franking machine
67. The word internet was coined from the word :
- (A) Interconnection and Network
 - (B) Interconnection and Net Transfer
 - (C) Interlink and Network
 - (D) Interactivity Network
68. A device that communicates the result of data processed by the computer and converts the digital information into a form that humans can easily read and understand is called :
- (A) Input device
 - (B) Monitor
 - (C) Output device
 - (D) Keyboard

69. A private telephone network used by organisations and businesses for different purpose, including internal and external :
- (A) Private Branch Exchange System
 - (B) Private Automatic Branch Exchange System
 - (C) Private Exchange System
 - (D) Electronic Private Automatic Branch Exchange System
70. The principles for selection of office equipment :
- (A) Cost of machine
 - (B) Adaptability
 - (C) Quality
 - (D) All of the above
71. Any written data node for possible future use :
- (A) Record
 - (B) File
 - (C) Registers
 - (D) Correspondence
72. The records are arranged in a particular manner so that they can be located whenever they are required. This process is known as :
- (A) Record keeping
 - (B) Filing
 - (C) Indexing
 - (D) Classification
73. In which method of filing, secrecy cannot be maintained :
- (A) Horizontal
 - (B) Vertical
 - (C) Lateral
 - (D) Centralised
74. Filing is important function of modern office because :
- (A) Protects records
 - (B) Helpful in settlement of disputes
 - (C) Preservation of records
 - (D) All of the above
75. In record keeping, the documents are grouped on the basis of certain common characteristics. This is known as :
- (A) Sorting
 - (B) Classification
 - (C) Tiling
 - (D) None of the above
76. Which type of classification of files is generally recommended for filing of orders, sales, invoices etc.?
- (A) Alphabetical
 - (B) Numerical
 - (C) Geographical
 - (D) Subjectwise

77. According to Zane K. Quibble “filing is one of the activities in the records mgt. programme”, which involves systematically :
- (A) Coding, classification, arranging and placing of records in storage
 - (B) Classifying, coding, placing and arranging of records in storage
 - (C) Classifying, coding, arranging and placing of records in storage
 - (D) None of the above
78. Telephone directory is an example of which type of classification :
- (A) Numerical
 - (B) Geographical
 - (C) Alphabetical
 - (D) None of the above
79. What should be done when the same letter is to be kept in more than one file?
- (A) Out guides should be provided
 - (B) Cross reference should be filed
 - (C) Indexing should be done
 - (D) Suitable classification should be made
80. The records maintained under various statutes come under which category of records :
- (A) Personnel records
 - (B) Correspondence records
 - (C) Legal records
 - (D) Other business records
81. Which one is the least powerful computer?
- (A) Mini computer
 - (B) Micro computer
 - (C) Super computer
 - (D) Mainframe computer
82. The time interval between the instant at which a read/write command is given to a memory and the instant when the next such instruction can be issued to the memory is known as the _____ of the memory.
- (A) Access time
 - (B) Read/Write time
 - (C) Cycle time
 - (D) Seek time
83. The common keyboard arrangement is called the _____ layout.
- (A) QWERYT
 - (B) QEWTYR
 - (C) QYWERT
 - (D) QWERTY

84. Which one of the following is not an Operating System?
 (A) Windows (B) Linux
 (C) DOS (D) ORACLE
85. When a key pressed on a keyboard, _____ device notifies the system software.
 (A) Keyboard (B) Keyboard Controller
 (C) Keyboard Buffer (D) Keyboard CPU
86. Which of the following is a volatile memory?
 (A) RAM (B) ROM
 (C) PROM (D) HDD
87. Which of the following hardware can act as both input and output device?
 (A) Monitor (B) Keyboard
 (C) Mouse (D) Touch Screen
88. DVD stands for :
 (A) Data Video Disc (B) Digital Video Disc
 (C) Digital Video Data (D) Digital Video Drive
89. _____ tells the computer how to accomplish a specific task, such as word processing or drawing for the user.
 (A) Operating System (B) System Software
 (C) Application Software (D) Firmware
90. The term dpi refers to a printer's :
 (A) Resolution (B) Speed
 (C) Colour (D) Output
91. In Microsoft Word, the default tab stops are placed at every _____ mark on the ruler.
 (A) 1" (B) 1.5"
 (C) 0.5" (D) 0.75"
92. _____ shortcut keys are used to superscript the selected text in Microsoft Word.
 (A) Control + Shift + Plus Sign (B) Control + S
 (C) Control + = (D) Control + Shift + S

93. A table in a Microsoft Word document can be split by using :
- (A) Control + Enter (B) Control + Shift + Enter
(C) Control + Alt + Enter (D) Control + Space + Enter
94. Formulae in Microsoft Excel starts with :
- (A) @ (B) +
(C) = (D) F
95. _____ function key is used to create a chart using the default chart type in Microsoft Excel.
- (A) F11 (B) F5
(C) F7 (D) F10
96. _____ is used to add a new slide in Microsoft Powerpoint presentation.
- (A) Ctrl + N (B) Ctrl + M
(C) Ctrl + S (D) Ctrl + A
97. The default page orientation in Microsoft Powerpoint slide is :
- (A) Portrait (B) Random
(C) Landscape (D) None of the above
98. The Microsoft Powerpoint view that displays only the text on the slides, not pictures or other graphical items :
- (A) Outline View (B) Normal View
(C) Slide Sorter View (D) Notes Page View
99. SMTP stands for :
- (A) Simple Message Transmission Protocol
(B) Simple Mail Transmission Protocol
(C) Simple Message Transfer Protocol
(D) Simple Mail Transfer Protocol
100. The _____ network topology requires a central controller or hub.
- (A) Mesh (B) Star
(C) Ring (D) Bus

SPACE FOR ROUGH WORK

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