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NOTIFICATION

No.A-12018/31/2020-P&AR(GSW) Aizawl, , the 26th July, 2023: In exercise of the powers conferred by sub-rule (5) of rule 6 of the Mizoram Ministerial Service Rules, 2021 notified in the Mizoram Gazette Extra Ordinary Issue no. 577 dated 30.11.2021 and in supersession of the Mizoram Ministerial Service (Assistant, UDC and LDC Grade) Direct Recruitment Examination Regulations, 2011 notified in the Mizoram Gazette Extra Ordinary Issue no. 469 dated 30.09.2011 except as respects things done or omitted to be done before such supersession, the State Government hereby makes the following regulations, namely:-

1. Short title and commencement.-

- 1) These regulations may be called the Mizoram Ministerial Service (Competitive Examination) Regulations, 2023.
- 2) They shall come into force with effect from the date of publication in the Official Gazette.

2. Definitions.-

- 1) In these regulations, unless the context otherwise requires,
 - a) "Commission" means the Mizoram Public Service Commission;
 - b) "Constitution" means the Constitution of India;
 - c) "Departmental Promotion Committee" means the Departmental Promotion Committee as constituted by the Government from time to time which includes the Mizoram Public Service Commission or the Mizoram Subordinate Services Selection Board, as the case may be;
 - d) "Government" means the Government of Mizoram;
 - e) "Governor" means the Governor of Mizoram;
 - f) "Competitive Examination" means the examination conducted by the appropriate Departmental Promotion Committee for direct recruitment to the Assistant Grade, Upper Division Clerk Grade and Lower Division Clerk Grade of Mizoram Ministerial Service under these regulations;
 - g) "Schedule" means the schedules appended to these regulations;
 - h) "Service" means the Mizoram Ministerial Service;
 - i) "Vacancy" means vacancy(ies) to the Assistant Grade, Upper Division Clerk Grade and Lower Division Clerk Grade of Mizoram Ministerial Service to be filled by direct recruitment on the result of competitive examination;

- 2) All other words and expressions used in these regulations and not defined shall have the same meanings respectively assigned to them in the Mizoram Ministerial Service Rules, 2021.

3. Conditions of eligibility.-

In order to be eligible to compete at the competitive examination for direct recruitment to Assistant Grade, Upper Division Clerk Grade and Lower Division Clerk Grade conducted under these regulations, a candidate must be a citizen of India and must satisfy all the eligibility criteria as per the provisions prescribed in Schedule-III of the Mizoram Ministerial Service Rules, 2021.

4. Decision on eligibility.-

- 1) The decision of the appropriate Departmental Promotion Committee as to the eligibility or otherwise of the candidates for competitive examination shall be final and no candidate to whom a certificate of admission has not been issued by the competent authority shall be admitted to the competitive examination.
- 2) No request for withdrawal of candidature received from a candidate after he/she has submitted his application will be entertained under any circumstances.

5. Crucial date.-

The crucial date for determining the eligibility or otherwise of the candidates for competitive examination shall be the last date of submission of application forms as specified by the Departmental Promotion Committee conducting the examination.

6. Holding of competitive examination.-

- 1) Competitive examination for direct recruitment to the Assistant Grade, Upper Division Clerk Grade and Lower Division Clerk Grade shall be conducted by the appropriate Departmental Promotion Committee in the manner as laid down under these regulations.
- 2) The dates on which and the place at which the examination shall be held shall be fixed by the appropriate Departmental Promotion Committee.
- 3) The appropriate Departmental Promotion Committee may conduct combined competitive examination for direct recruitment to Assistant Grade and Upper Division Clerk Grade with the objective of ensuring economy in expenditure and to streamline the procedure of direct recruitment.
- 4) A candidate seeking admission to the competitive examination shall apply to the appropriate Departmental Promotion Committee in the forms prescribed by the Government.
- 5) For filling up the vacancies within the reserved quota for persons with benchmarked disabilities, the candidates shall appear in the same competitive examination and as far as possible, no separate examination shall be conducted for filling up the vacancies.
- 6) The procedure for conduct of competitive examination in respect of persons with benchmarked disabilities shall be as per the guidelines at *Schedule-V*.

7. Syllabus.-

- 1) The number of papers and the syllabus for conduct of competitive examination for direct recruitment to the Assistant Grade shall be as prescribed in *Schedule-I*.
- 2) The number of papers and the syllabus for conduct of competitive examination for direct recruitment to the Upper Division Clerk Grade shall be as prescribed in *Schedule-II*.
- 3) The number of papers and the syllabus for conduct of competitive examination for direct recruitment to the Lower Division Clerk Grade shall be as prescribed in *Schedule-III* and *Schedule-IV* of these regulations.

- 4) There shall be a Compulsory Paper known as Computer Proficiency (Computer Knowledge) for direct recruitment to Lower Division Clerk Grade to test the candidates' level of computer proficiency which will carry 100 marks as prescribed in Schedule IV of these regulations. Each question shall be set in multiple choice questions carrying 2 (two) marks each. The candidates who fail to obtain 50% of the total marks or 50 marks in Compulsory Paper shall be declared unqualified to appear for skill test and personal interview.

8. Typing Test and Skill Test.-

Typing Test and Skill Test shall be conducted in a Computer Laboratory as prescribed in schedule III (B) and (C) of these regulations.

9. Personal interview.-

- 1) Personal Interview shall be conducted by the appropriate Departmental Promotion Committee in the manner as prescribed under these regulations.
- 2) The objective of personal interview is to assess the suitability of a candidate for the service to which he/she has been called for interview. The test is intended to judge the mental caliber of a candidate and some of the qualities to be judged during the course of interview are mental alertness, clear and logical exposition, balance of judgment, variety and depth of interest, ability for social cohesion and leadership, intellectual and moral integrity.
- 3) The interview should not be conducted as a strict cross-examination exercise but of a natural, though directed and purposive, conversation which is intended to reveal the mental qualities of the candidate.
- 4) Candidates will be called for personal interview on the basis of their marks in the written examination provided the candidate is qualified in the Typing Test and Skill Test prescribed under these regulations for direct recruitment to Lower Division Clerk Grade.
- 5) In order to uphold the principles of impartiality and ensure elimination of every element of bias, Chairman or Member of the Departmental Promotion Committee, if any, whose close relatives are being considered for personal interview should recuse themselves from the deliberations of the interview for such particular candidate who happens to be their close relatives.
- 6) The number of candidates to be called for personal interview in relation to the number of vacant post(s) shall be as prescribed by the Government from time to time.
- 7) If there is more than one candidate who secured equal marks in the written examination and stood at the limited last serial number of the eligible candidates for personal interview as per the norms set out in sub-regulation (6) of regulation 9, the eldest of such candidates will be called for personal interview subject to passing of skill test.
- 8) The total marks allotted for personal interview shall be as prescribed by the Government from time to time.
- 9) The Departmental Promotion Committee shall award marks based on a fair and impartial assessment considering the various qualities mentioned in sub-regulation (2) of regulation 9. Marks are to be awarded on an overall basis and not on individual qualities separately. Moreover, marks are to be awarded to the candidate by the Departmental Promotion Committee on consensus and not individually.
- 10) Marks awarded to a candidate appearing in the personal interview shall not be less than 40% of the total marks allotted for Interview and generally not more than 80% of the total marks allotted for interview or as prescribed by the Government from time to time.
- 11) In cases where the number of applicants for a service/post is less than or equal to the number of candidates to be called for personal interview as per the norms set out at sub-regulation (6) of regulation 9, recruitment would be done by means of personal interview

only and, notwithstanding anything in sub-regulation (8) of regulation 9, it will carry a maximum mark of 100.

10. Results of competitive examination.-

- 1) The Departmental Promotion Committee shall make recommendation for recruitment on the basis of the aggregate marks obtained by the candidates, both in the written examination and personal interview, in order of merit up to the number of vacancies required to be filled up by direct recruitment.
- 2) If two or more candidates obtained equal marks in the written examination and personal interview, the names of the recommended candidates shall be arranged in descending order of their age.
- 3) The Departmental Promotion Committee shall have the authority to place such number of candidates, if necessary, in the reserved panel which shall be valid for a period of one year for filling up the same vacancies only in case candidates in the regular panel are not available for appointment on account of declination of appointment or resignation or death of the recommended candidates.
- 4) The reserved panel prepared by the Departmental Promotion Committee shall be valid for one year or as determined by the government from time to time and become null and void upon finalisation of selection for filling up of subsequent vacancies in the same service/post.
- 5) The form and manner of communication of the results of the competitive examination to individual candidates shall be as decided by the appropriate Departmental Promotion Committee at its discretion and it shall be communicated within a period of seven days from the date of declaration of the result.

11. Inclusion in the list confers no right to appointment.- Success in the examination and inclusion of a candidate's name in the list confers no right to appointment unless Government is satisfied after such enquiry as may be considered necessary.

12. Penalty for misconduct.-

A candidate who is or has been declared by the appropriate Departmental Promotion Committee to be guilty of:—

- (i) Obtaining support for his candidature by the following means, namely :—
 - a) offering illegal gratification to; or
 - b) applying pressure on; or
 - c) blackmailing, or threatening to blackmail any person connected with the conduct of the examination; or
- (ii) impersonation; or
- (iii) procuring impersonation by any person; or
- (iv) submitting fabricated documents or documents which have been tampered with; or
- (v) uploading/ pasting irrelevant photos in the application form in place of actual photo/signature.
- (vi) making statements which are incorrect or false or suppressing material information; or
- (vii) resorting to the following means in connection with his candidature for the examination, namely :—
 - a) obtaining copy of question paper through improper means;
 - b) finding out the particulars of the persons connected with secret work relating to the examination;
 - c) influencing the examiners; or
- (viii) being in possession of or using unfair means during the examination; or
- (ix) writing obscene matter or drawing obscene sketches or irrelevant matter in the scripts; or

- (x) misbehaving in the examination hall including tearing of the scripts, provoking fellow examinees to boycott examination, creating a disorderly scene and the like; or
- (xi) harassing or doing bodily harm to the staff employed by the appropriate Departmental Promotion Committee for the conduct of their examination; or
- (xii) being in possession of or using any mobile phone, (even in switched off mode), pager or any electronic equipment or programmable device or storage media like pen drive, smart watches etc. or camera or bluetooth devices or any other equipment or related accessories either in working or switched off mode capable of being used as a communication device during the examination; or
- (xiii) violating any of the instructions issued to candidates along with their admission certificates permitting them to take the examination; or
- (xiv) attempting to commit or, as the case may be, abetting the commission of all or any of the acts specified in the foregoing clauses;
may in addition to rendering himself liable to criminal prosecution, be liable :—
 - a) to be disqualified by the appropriate Departmental Promotion Committee from the examination for which he is a candidate; and/or
 - b) to be debarred either permanently or for a specified period :—
 - (i) by the appropriate Departmental Promotion Committee, from any examination or selection held by them;
 - (ii) by the State Government from any employment under them; and
 - c) if he is already in service under Government to disciplinary action under the appropriate rules :

Provided that no penalty under this regulation shall be imposed except after:—

- (i) giving the candidate an opportunity of making such representation in writing as he may wish to make in that behalf; and
- (ii) taking the representation, if any, submitted by the candidate within the period allowed to him into consideration.

13. Miscellaneous.-

The procedure for conduct of competitive examination, for which no express provisions are made under these regulations, shall be determined as per the instructions issued by the Government or the Commission, in case the examination is conducted by the Commission, on the subject matter from time to time.

14. Interpretation.-

If any question arises as to the interpretation of these regulations, it shall be decided by the Government whose decision thereon shall be final.

R. Lalramnghaka,
Secretary to the Government of Mizoram.

SCHEDULE - I
[see regulation 7 (1)]

**SYLLABUS FOR COMPETITIVE EXAMINATION FOR DIRECT RECRUITMENT
TO ASSISTANT GRADE**

Paper	Subject	Marks	Duration
Paper-I	PART A		3 hours with compensatory time of 20 minutes per hour for persons with benchmarked disabilities
	General Knowledge(50 questions)	100	
	General English (25 questions)	50	
	PART B		
	Précis writing	10	
	Essay writing	20	
	English Comprehension	20	
	Total	200	
Paper-II	Basic Computer Knowledge(35 questions)	70	3 hours with compensatory time of 20 minutes per hour for persons with benchmarked disabilities
	Simple Arithmetic(30 questions)	60	
	General Intelligence & Reasoning(35 questions)	70	
	Total	200	
	Grand Total	400	

Notes:

- 1) Questions shall be set and answered in English only and of multiple choice questions pattern only except in Part B of Paper I, each question will carry two marks. The candidates shall be given probable answers atleast four wherein the candidate has to choose one correct answer for every objective type question.
- 2) Questions will be set in tune with the level of educational qualifications prescribed in the service rules and the same shall be higher than that of the questions for direct recruitment to Upper Division Clerk Grade in case separate examinations are held.
- 3) A brief description of the syllabus for direct recruitment to Assistant Grade is as follows:

Paper-I

General Knowledge: Questions will be designed to test the candidate's knowledge of current events and of such matters of everyday observation and experience as maybe expected of an educated person. The test will also include questions relating to Indian history and culture, Indian polity including the Constitution of India, geography, economy and general science. Questions on Mizo history and culture will also form part of the syllabus.

General English: Questions will be designed to test the candidates understanding and knowledge of English language, vocabulary, spelling, grammar, sentence structure, synonyms, antonyms, sentence completion, phrases and idiomatic use of words etc. There will be questions on comprehension of a passage also.

English Comprehension: There will be questions on comprehension of passages also to test the vocabulary, grammar, logical thought ability and overall grasp of the candidates over English language.

Paper-II

Basic Computer knowledge: Introduction to Computers, introduction to Graphical user interface based Operating System, elements of Word Processing, Spreadsheets, Power point presentations, Computer communication and internet, world wide web and web browser, communication and collaboration.

Simple Arithmetic: Number system, simplification, roots, averages, discounts, percentages, profit & loss, ratio and proportion, partnership, chain rule, time & work, time & distance, simple & compound interest, mensuration, permutations & combinations, heights & distances, line graphs, bar graphs, pie charts and tabulation.

General Intelligence & Reasoning: It would include questions of both verbal and non-verbal type. This component may include questions on analogies, similarities and differences, spatial visualization, spatial orientation, problem solving, analysis, judgement, decision making, visual memory, discrimination, observation, relationship concepts, arithmetical reasoning and figural classification, arithmetic number series, non-verbal series, coding and decoding, statement conclusion, syllogistic reasoning etc.

SCHEDULE – II
[see regulation 7 (2)]

SYLLABUS FOR COMPETITIVE EXAMINATION FOR DIRECT RECRUITMENT TO UPPER DIVISION CLERK GRADE

Paper	Subject	Marks	Duration
Paper-I	PART A		3 hours with compensatory time of 20 minutes per hour for persons with benchmarked disabilities
	General Knowledge(50 questions)	100	
	General English (25 questions)	50	
	PART B		
	Précis writing	10	
	Essay writing	20	
	English Comprehension	20	
	Total	200	
Paper-II	Basic Computer Knowledge(35 questions)	70	3 hours with compensatory time of 20 minutes per hour for persons with benchmarked disabilities
	Simple Arithmetic(30 questions)	60	
	General Intelligence & Reasoning(35 questions)	70	
	Total	200	
	Grand Total	400	

Notes:

- 1) Questions shall be set and answered in English only and of multiple choice questions pattern only except in Part B of Paper I, each question will carry two marks. The candidates shall be given probable answers atleast four wherein the candidate has to choose one correct answer for every objective type question.
- 2) Questions will be set in tune with the level of educational qualifications prescribed in the service rules and the same shall be higher than that of the questions for direct recruitment to Lower Division Clerk Grade.
- 3) A brief description of the syllabus for direct recruitment to Upper Division Clerk Grade is as follows:

Paper-I

General Knowledge: Questions will be designed to test the candidate's knowledge of current events and of such matters of everyday observation and experience as may be expected of an educated person. The test will also include questions relating to Indian history and culture, Indian polity including the Constitution of India, geography, economy and general science. Questions on Mizo history and culture will also form part of the syllabus.

General English: Questions in this components will be designed to test the candidate's understanding and knowledge of English Language and will be based on error recognition, fill in the blanks (using verbs, preposition, articles etc), Vocabulary, Spellings, Grammar, Sentence Structure, Synonyms, Antonyms, Sentence Completion, Phrases and Idiomatic use of Words, etc.

English Comprehension: There will be questions on comprehension of passages also to test the vocabulary, grammar, logical thought ability and overall grasp of the candidates over English language.

Paper-II

Basic Computer knowledge: Introduction to Computers, introduction to Graphical user interface based Operating System, elements of Word Processing, Spreadsheets, Power point presentations, Computer communication and internet, world wide web and web browser, communication and collaboration.

Simple Arithmetic: Number system, simplification, roots, averages, discounts, percentages, profit & loss, ratio and proportion, partnership, chain rule, time & work, time & distance, simple & compound interest, mensuration, permutations & combinations, heights & distances, line graphs, bar graphs, pie charts and tabulation

General Intelligence & Reasoning: It would include questions of both verbal and non-verbal type. This component may include questions on analogies, similarities and differences, spatial visualization, spatial orientation, problem solving, analysis, judgement, decision making, visual memory, discrimination, observation, relationship concepts, arithmetical reasoning and figural classification, arithmetic number series, non-verbal series, coding and decoding, statement conclusion, syllogistic reasoning etc.

SCHEDULE - III
[see regulation 7 (3)]

**(A) SYLLABUS FOR COMPETITIVE EXAMINATION FOR DIRECT RECRUITMENT
TO LOWER DIVISION CLERK GRADE**

Paper	Subject	Marks	Duration
Paper-I	PART A		3 hours with compensatory time of 20 minutes per hour for persons with benchmarked disabilities
	General Knowledge(50 questions)	100	
	General English(25 questions)	50	
	PART B		
	Essay writing	20	
	English Comprehension	30	
	Total	200	
Paper-II	Computer Knowledge(50 questions – see schedule IV)	100	3 hours with compensatory time of 20 minutes per hour for persons with benchmarked disabilities
	Simple Arithmetic(25 questions)	50	
	General Intelligence & Reasoning(25 questions)	50	
	Total	200	
	Grand Total	400	

Notes:

- 1) For recruitment to Lower Division Clerk Grade, the order of test/examination shall be typing test written examination, skill test and personal interview.
- 2) Questions shall be set and answered in English only and of multiple choice questions pattern only except in Part B of Paper I, each question will carry two marks. The candidates shall be given probable answers atleast four wherein the candidate has to choose one correct answer for every objective type question.
- 3) Questions in Computer Knowledge appeared in Paper II shall be set from Courses specified in schedule IV of these regulations
- 4) Questions will be set in tune with the level of educational qualifications prescribed in the service rules.
- 5) A brief description of the syllabus for direct recruitment to Lower Division Clerk Grade is as follows:

Paper-I

General Knowledge: Questions will be designed to test the candidate's knowledge of current events and of such matters of everyday observation and experience as maybe expected of an educated person. The test will also include questions relating to Indian history and culture, Indian polity including the Constitution of India, geography, economy and general science. Questions on Mizo history and culture will also form part of the syllabus.

General English: Questions will be designed to test the candidates understanding and knowledge of English language, vocabulary, spelling, grammar, sentence structure, synonyms, antonyms, sentence completion, phrases and idiomatic use of words etc. There will be questions on comprehension of a passage also.

English Comprehension: There will be questions on comprehension of passages also to test the vocabulary, grammar, logical thought ability and overall grasp of the candidates over English language.

Paper-II

Simple Arithmetic: Number system, simplification, roots, averages, discounts, percentages, profit & loss, ratio and proportion, partnership, chain rule, time & work, time & distance, simple & compound interest, mensuration, permutations & combinations, heights & distances, line graphs, bar graphs, pie charts and tabulation.

Basic Computer knowledge: Questions in Basic Computer Knowledge shall be set from Courses specified in Schedule IV of these regulations.

(B) Typing Test.-

- 1) Typing test as prescribed in schedule III of the service rules for direct recruitment to the Lower Division Clerk Grade shall be held before conduct of written examination, skill test and personal interview.
- 2) Typing Test shall be held in a computer laboratory and shall be qualifying nature only.
- 3) Marks shall not be awarded for typing test. All candidates who secure a qualifying speed of minimum 30 words per minute shall be recorded only as FIT for written examination and below as UNFIT.
- 3) Candidate who fails to meet the required number of words in the typing test shall not be eligible to appear in the written examination.

(C) Skill test.-

- 1) Skill test shall be held in a computer laboratory after written examination. The specific skills to be tested, the weightage to be given to the respective skills, the minimum qualifying marks and the duration of tests for each skills for direct recruitment to Lower Division Clerk Grade shall be as follows:-

Sl. No.	Name of skills to be tested	No. of questions	Max. Marks	Duration
1	Skills in Microsoft Word	3	30	30 minutes
2	Skills in Microsoft Excel	3	30	30 minutes
3	Skills in Microsoft Power Point	3	30	30 minutes

- 2) Questions shall be set to assess the skills of the candidate as to the usage of multiple features of the above applications. Questions in the skills tests shall not be theoretical in nature since the very objective of skills test is to assess the skills of the candidate to handle the above applications for day to day office usage.
- 3) Skill Test shall not be in the form of examination but practical test. Candidates must obtain minimum 36 marks across the skills prescribed in these regulations to qualify in the Skills Test.
- 4) Skills Test shall be qualifying nature only and any marks whatsoever obtained by the candidates in these tests shall not be added to determine the final order of merit. Any candidate who fails to obtain qualifying marks prescribed in the skill test shall not be eligible to appear for personal interview.
- 5) Skills Test shall be conducted by the Departmental Promotion Committee after the conduct of written examination.
- 6) Skills Test in computer proficiency need not be conducted for direct recruitment to Upper Division Clerk Grade and Assistant Grade.

SCHEDULE IV
[see regulation 7 (3)]

**SYLLABUS ON COMPUTER PROFICIENCY (COMPUTER KNOWLEDGE)
FOR LOWER DIVISION CLERK GRADE**

I. FUNDAMENTALS OF COMPUTER (TOTAL- 20 MARKS)**A. Introduction – 2 marks**

What is a Computer (Analog Computers, Digital Computers), Characteristics of Computers, The Evolution of Computers, Computer Generations [First Generation (1942-1955), Second Generation (1955-1964), Third Generation (1964-1975), Fourth Generation (1975-1989), Fifth Generation (1989-Present)]

B. Basic Computer Organization - 2 marks

Input Unit, Output Unit, Storage Unit, Arithmetic Logic Unit, Control Unit, Central Processing Unit, the System Concept

C. Processor and Memory - 4 marks

Central Processing Unit (Control Unit, Arithmetic Logic Unit, Instruction Set, Registers, Processor Speed, Types of Processors), Main Memory (Storage Evaluation Criteria, Main Memory Organization, Main Memory Capacity, Types of Memory Chips, Cache Memory)

- D. Secondary Storage Devices - 2 marks:*
Sequential and Direct-Access Devices, Magnetic Tapes, Magnetic Disks, Optical Disks, Memory Storage Devices, Data Backup, On-line, Near-line, and Off-line Storage, Hierarchical Storage System (HSS), Flash memory
- E. Input-output Devices - 2 marks*
Input Devices (Keyboard Devices, Point-and-Draw Devices, Data Scanning Devices, Digitizer, Electronic-card Reader, Speech Recognition Devices, Vision-Input System), Output Devices (Monitors, Printers, Plotters, Screen Image Projector, Voice Response Systems)
- F. Computer Software - 4 marks*
What is Software, Relationship between Hardware and Software, Types of Software (System Software, Application Software).
- G. Classification of Computers - 2 marks*
Notebook Computers (Laptops), Personal Computers (PCs), Workstations, Mainframe Systems, Supercomputers, Client and Server Computers, Handheld Computers (Tablet PC, PDA/Pocket PC, Smartphone)
- H. Information Technology and Society - 2 marks*
Indian Information Technology (IT) Act, The Information Technology (Amendment Bill), Intellectual Property Rights (IPR) Issues, Information Technology Applications in Air Lines and Railway Ticket Reservation, Computer in Banks, Inventory Control, Financial System, Hotel Management, Computers in Education, Video Games, Telephone Exchanges, Mobile Phones, Information Kiosks, Special Effects in Movies.

II. OPERATING SYSTEMS (TOTAL -16 MARKS)

- A. Introduction - 2 marks*
- What is an Operating System?
- Main Functions of an Operating System
- B. Microsoft Windows 7 & above - 2 marks*
An Overview of Different Versions of Windows, Main Features of Windows Operating System
- C. Basic elements of opening screen of windows 7 & above - 2 marks*
The Desktop, Icons and their Types, the Taskbar, Elements of a Window
- D. File management in windows 7 & above - 4 marks*
File, Folder, Folder Tree, Selecting Files and Folders, Creating Files and Folders, Naming and Renaming Files and Folders
- E. Windows Start Menu - 2 marks*
All Programs, My Recent Documents, Control Panel, Printers and Faxes, Help and Support, Search, Run, Log Off, Turn off Computer
- F. Windows Shortcuts - 2 marks*
Creating a Shortcut, Renaming a Shortcut, Deleting a Shortcut
- G. Essentials Windows Accessories - 2 marks*
System Tools, Entertainment, Calculator, Notepad, Paint, WordPad

III. OFFICE AUTOMATION SOFTWARE (TOTAL – 64 MARKS)

(Based on MS Office)

A. Word Processing (24 marks)

- a) *An Introduction - 2 marks*
Introduction, The Word Screen, Creating documents, editing documents, Printing documents, Quitting documents.
- b) *Formatting a Document - 6 marks*
Text style, Changing the font type and size, Alignment of text, Formatting paragraphs with line of paragraphs with line of paragraph spacing, Adding headers, footers and page numbers.
- c) *Using AutoCorrect - 2 marks*
Introduction to AutoCorrect, Using AutoCorrect.
- d) *Proofing a Document with Spell and Grammar Check - 2 marks*
Spell and grammar check the entire document, Readability statistics, using the thesaurus, using word count.
- e) *Finding and Replacing Text - 2 marks*
Replacing occurrences of text, Finding and replacing formatting.
- f) *Improving the Look of a Document - 4 marks*
Adding borders and shading, Bullets and numbering, page setting, Format painter, Inserting symbols, Using superscript and subscript.
- g) *Inserting Graphics - 2 marks*
Inserting a graphic, Inserting WordArt.
- h) *Inserting Table - 2 marks*
Understanding tables, Table Auto Format.
- i) *Mail Merge - 2 marks*
The basic concept of merging documents, working with master documents, Merging documents.

B. Spreadsheet package: (16 marks)

- a) *Introduction to Spreadsheets - 2 marks*
Getting Started, The worksheet, saving the worksheet, closing a worksheet, exiting Excel.
- b) *Using Formulas in Excel – 2 marks*
Opening a worksheet, entering formula, copying formula, some more calculations using formula, concept of worksheets and workbook.
- c) *Understanding Cell Referencing in Excel - 2 marks*
Relative referencing, absolute referencing, Mixed referencing.
- d) *Editing a Worksheet, Formatting and Printing a Worksheet - 4 marks*
Formatting a worksheet, printing a worksheet.
- e) *Use of Simple Statistical Functions - 2 marks*
Statistical functions, adjusting the worksheet size, Conditional function.
- f) *What-if Analysis and Data Tables in Excel - 2 marks*
What-if analysis, Data tables, creating a one-variable data table, creating a two-variable data table.
- g) *Working with Graphs and Charts - 2 marks*
Creating charts using ChartWizard, Sizing and moving charts, Updating charts, changing the chart type, previewing and printing charts.

C. Presentation package: (10 marks)

- a) *Introduction to PowerPoint - 2 marks*
An introduction to presentation graphics, Basic elements of a slide, Different types of slide layouts, Getting started, creating a presentation.
- b) *Different Views of a Presentation - 2 marks*
Opening an existing presentation, switching views.
- c) *Editing a Presentation - 2 marks*
Adding slides, Deleting slides, Rearranging slides, changing the presentation design, changing slide layouts, Printing a presentation.
- d) *Adding Special Effects in a presentation - 4 marks*
Inserting pictures from files, Animating slides, Adding sound effects, setting slide timings, Rehearse timings, grouping and ungrouping pictures.

D. Internet technology: (14 marks)

- a) *Introduction to Internet - 4 marks*
What is Internet? Growth and Owners of the Internet, Anatomy of Internet, History of World Wide Web, Basic Internet Terminologies, Netiquette, Internet Applications, Commerce on the Internet, Governance on the Internet, Impact of Internet on Society, Crime on/through the Internet (Cyber Crime, Reasons for Cyber Crime, Mode and Manner of Committing Cyber Crime, Prevention of Cyber Crime)
- b) *Services on Internet - 4 marks*
What is World Wide Web? HTTPS, Search Engines
- c) *Electronic Mail - 6 marks*
E-mail Networks and Servers, E-mail Protocols, Structure of an E-mail, E-mail Contents and Encoding, E-mail Routing, E-mail Clients, E-mail Encryption, Address Book, Signature File.

SCHEDULE- V
[See regulation 6(6)]

Guidelines for conduct of written examination for persons with benchmarked disabilities

- (1) The facility of scribe/reader are allowed to any person with benchmarked disability as defined in section 2 (r) of the Rights of Persons with Disabilities Act, 2016 and has limitation in writing including that of speed, if so desired by the person. In case of persons with benchmarked disabilities in the category of blindness, locomotor disability (both arm affected –BA) and cerebral palsy, the facility of scribe/reader shall be given, if so desired by the person. In case of other category of persons with benchmarked disabilities, the provision of scribe/reader is also allowed on production of a certificate to the effect that the person concerned has physical limitation to write, and scribe is essential to write examination on his behalf, from the Chief Medical Officer/Medical Superintendent/Civil Surgeon of a Government health care institution as per the proforma at Appendix-I.
- (2) The candidates have the discretion of opting for his own scribe/reader or request the Departmental Promotion Committee for the same. The expenses for engagement of the own scribe/reader are to be borne by the candidate himself/herself. The Departmental Promotion Committee may identify scribe/reader to make panels in advance as per the requirement of the examination. In such instances, the candidates are allowed to meet the scribe/reader two days before the examination so that the candidates get a chance to check and verify whether the scribe/reader is suitable or not.

- (3) In case the Departmental Promotion Committee provides the scribe/reader, it shall be ensured that the qualification of the scribe/reader should not be more than the minimum qualification criteria of the examination. However, the qualification of the scribe/reader should always be Matriculate or above. In case the candidate is allowed to bring his own scribe, the qualification of the scribe should be one step below the qualification of the candidate taking the examination. The persons with benchmarked disabilities opting for own scribe/reader should submit details of the own scribe as per proforma at Appendix-II.
- (4) Scribe/reader may be changed in case of emergency. The candidates are also allowed to take more than one scribe/reader for writing different papers especially for languages. However, there can be only one scribe per subject.
- (5) Persons with benchmarked disabilities should be given, as far as possible, the option of choosing the mode for taking the examination i.e. in large print or Braille or even by recording the answers. The Departmental Promotion Committee should, as far as possible, ensure availability of question papers in the format opted by the candidate.
- (6) The disability certificate issued by the competent medical authority at any place should be accepted across the country.
- (7) Compensatory time of 20 minutes per hour of examination shall be provided for persons with benchmarked disabilities who are allowed the use of scribe/reader. All candidates with benchmarked disability not availing the facility of scribe may also be allowed additional time of minimum one hour for examination of 3 hours duration. In case the duration of examination is less than an hour, then, the duration of additional time should be allowed on pro-rata basis. Additional time should not be less than 5 minutes and should be in multiples of 5.
- (8) Candidates are allowed the use of assistive devices like tailor frame, Braille slate, abacus, geometry kit, Braille measuring tape and augmentative communication devices like communication chart and electronic devices. However, such communication devices shall not be used for communication with persons outside the examination hall during the examination hours.
- (9) The seating arrangement of candidates belonging to persons with benchmarked disability shall be made separately in a separate room on the ground floor of the examination hall. In case of persons with benchmarked disability availing the services of scribe, only five candidates shall be seated in a single room – one each in the four corners of the room and one in the centre of the room. The seating arrangement of persons with benchmarked disabilities who do not need the services of scribe can be done in a normal manner.
- (10) The time of distribution of question papers should be scrupulously followed and timely supply of supplementary papers, if required, should be ensured.
- (11) Alternative objective type multiple choice questions in lieu of descriptive questions should be provided for hearing impaired persons. Similarly, alternative objective type multiple choice questions in lieu of questions requiring visual inputs should be provided for visually impaired persons.

APPENDIX-I

**CERTIFICATE REGARDING PHYSICAL LIMITATION OF
A CANDIDATE TO WRITE**

This is to certify that I have examined Mr/Ms/Mrs _____ (name of the candidate with disability), a person with _____ (nature and percentage of disability as mentioned in the certificate of disability), S/o D/o _____, a resident of _____ (Village /District/State) and to state that he/she has physical limitation which hampers his/her writing capabilities owing to his/her disability.

Signature of Chief Medical Officer/Medical Superintendent/Civil Surgeon of a Government health care institution.

Name & designation
Name of Government hospital/health care centre with seal

Place :

Date :

Note: Certificate should be given by a specialist doctor of the relevant stream/disability (eg. Visual impairment – Ophthalmologist; Locomotor disability – Orthopaedic surgeon)].

APPENDIX-II

LETTER OF UNDERTAKING FOR USING OWN SCRIBE

I _____, a candidate with _____ (name of the disability) appearing for the _____ (name of examination) bearing roll number _____ at _____ (name of the centre) in the District _____, _____ (name of the State). My educational qualification is _____.

I do hereby state that _____ (name of the scribe) will provide the service of scribe/reader for the undersigned for taking the aforesaid examination.

I do hereby undertake that his educational qualification is _____. In case, subsequently it is found that his qualification is not as declared by the undersigned and is beyond my qualification, I shall forfeit my right to the post and claims relating thereto.

Name and signature of the candidate with disability

Place :

Date :

Note: The undertaking should be submitted by the candidate with disability using his own scribe/reader to the concerned Centre Supervisor on the day of examination before the start of the examination.