

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

A. TYPING TEST

- i. Typing Test shall be held in a computer laboratory and shall be **qualifying nature** only.
- ii. Marks shall not be awarded for typing test.
- iii. 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.
- iv. Candidate who fails to meet the required number of words in the typing test shall not be eligible to appear in the written examination.

B. WRITTEN EXAMINATION

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)	100	3 hours with compensatory time of 20 minutes per hour for persons with benchmarked disabilities.
	Simple Arithmetic (25 Questions)	50	
	General Intelligence and Reasoning (25 Questions)	50	
	Total	200	
	Grand Total	400	

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.

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.

Computer Knowledge: Questions shall be set from the following topics.

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? HTTP, 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.

C. SKILL TEST

- i. Skill Test shall be held in a computer laboratory after written examination.
- ii. 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 shall be as follows:

S. No.	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

- iii. 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.
- iv. Skill Test shall not be in the form of examination but practical test. Candidates must obtain minimum 36 marks across the prescribed skills to qualify in the Skills Test.
- v. Skill 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.
- vi. Any candidate who fails to obtain qualifying marks prescribed in the Skill Test shall not be eligible to appear for personal interview.