

**AA/LDCE EXAM.  
2021**

100013

**GENERAL ENGLISH AND OFFICE PROCEDURE**

Time : 3 hours ]

[ Full Marks : 100

- Note :**
- (i) This question paper consists of two parts—PART-A (General English) and PART-B (Office Procedure).
  - (ii) Answer the questions as directed.
  - (iii) The figures in the right-hand margin indicate full marks for the questions.
  - (iv) The answers must be written in full sentences.

**PART—A**

**(GENERAL ENGLISH)**

1. You have noticed that during the ease in lockdown, several people are not maintaining the SOPs as laid down by the Government. Draft a letter to the Deputy Commissioner, Itanagar Capital Complex Region requesting for initiating strict action against such violators. 10
2. Expand the idea given in *any one* of the following proverbs in around 200 words : 10
  - (a) A stitch in time saves nine
  - (b) God helps those who help themselves
  - (c) The hand that rocks the cradle rules the world
3. Read the given paragraph and answer the questions that follow :

It has been raining incessantly for the last ten days and the soil in many parts of the region has loosened considerably. The inhabitants near river banks and those having their houses on top of small hillocks are filled with the fear of landslides. At the same time, passengers and traders are also filled with uncertainty as the frequent landslides during monsoon every year announce a lot of woes for them. The government has been trying to construct all-weather roads throughout the State but the condition of the soil does not seem to favour the government's efforts. Every year the newly-constructed roads have to face the wrath of the heavy rain in this region.



As a result, the government exchequer faces loss of millions of rupees annually. Also, a good amount of money is spent in providing relief and help in different forms to the affected families. The loss of the families that lose their loved ones cannot be described in words. The general public also suffers in terms of inflation in price of essential commodities as a result of the rise in the cost of transportation and other related costs. Problems arise during medical emergencies too as it takes much more time for a patient to be transferred to the appropriate place for treatment. At times, it has even proved fatal for some unfortunate sufferers.

It has long been understood by the people from all quarters that good roads are one of the most essential components to ensure the development of the State and its citizens. With this point in view, the Central and State Governments have been trying to develop the road and communication infrastructure in the State but the geographical location and climatic condition of the place have played mischief all along. But things have visibly improved in the last decade and it is hoped that very soon all places in the State will be connected with all-weather roads. The achievement of this objective will lead to the overall development of the land and its people in leaps and bounds.

- (a) What is the major threat to the people during monsoons in the State? 2
- (b) What are the factors that stand in the way of the development of all-weather roads in the State? 2
- (c) In what ways do the problems of the rainy season affect the government? 2
- (d) How do the common people suffer during the rainy season? 2
- (e) What is expected when the State will be fully connected with good roads? 2
4. Fill in the blanks with the appropriate prepositions : 1×5=5
- (a) Don't pour fuel \_\_\_\_\_ fire.
- (b) My declaration is based firmly \_\_\_\_\_ truth.
- (c) The patient finally recovered \_\_\_\_\_ sickness.
- (d) He hails \_\_\_\_\_ a well-known family.
- (e) He was absent \_\_\_\_\_ his duty this morning.

5. Rewrite the sentences using the correct form of the verbs given in the brackets :  $1 \times 5 = 5$

(a) She likes \_\_\_\_ to music every morning. ( listen )

(b) The doctor \_\_\_\_ antibiotics for fifteen days. ( prescribe )

(c) The sun has been \_\_\_\_ hot this summer. ( scorch )

(d) He was \_\_\_\_ on hearing the young man's speech. ( stun )

(e) He \_\_\_\_ every morning for the last four years. ( practice )

6. Rewrite the following sentences as directed (*any five*) :  $1 \times 5 = 5$

(a) Brutus was not without love for Caesar.

( Turn into an Affirmative sentence )

(b) I was struck by his peculiar appearance.

( Change the voice )

(c) If only I were a child again.

( Change into an Assertive sentence )

(d) He requested his officer to grant him leave for a day.

( Change the form of narration )

(e) He helped everyone who approached him for with their problem.

( Ask a question to get this answer )

(f) She provided a quick reply to the question.

( Turn into an interrogative sentence )

7. Make sentences with the following phrases and idioms (*any five*) :  $1 \times 5 = 5$

(a) well off

(b) call in

(c) fall flat

(d) take to task

(e) out of date

(f) hit the nail on the head

(g) brought to light



**PART—B**  
**(OFFICE PROCEDURE)**

Attempt *any five* of the following :

1. What do you mean by Record Management? Write down the principles of Effective Record Management. 10
2. What are the laid down procedures for Management of Dak under office procedure? 10
3. What is Citizen's Charter? What are the key elements of the Charter? What should a Charter contain? 10
4. Describe the duties and responsibilities of a Section Officer. 10
5. What are the forms of communications? Write down in short the procedure of communications. 10
6. Define *any five* of the following : 10
  - (a) Docketing
  - (b) File
  - (c) Diary number
  - (d) Department
  - (e) Information and facilitation centre
  - (f) Classified dak
  - (g) Branch Officer for a section

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