

**A/S/O/R EXAM**  
**2019**  
**OFFICE PROCEDURES AND RULES**

Time : 3 hours ]

[ Full Marks : 100

- Notes :** (i) Answer the questions as directed.  
(ii) The figures in the right-hand margin indicate full marks for the questions.  
(iii) Write the answers in complete sentences.  
(iv) Answer *any five* questions.
1. What is a citizen charter? What are the key elements of the charter? What should a charter contain? Write the procedure of framing and operationalizing the charter. 20
  2. What constitutes records? Why is it necessary to retain Government records? Write principles of effective record management. 20
  3. What are the different forms of communication, used by a department? What is single file system? 10+10
  4. (a) Define Qualifying Service under CCS (Pension) Rules, 1972. 3  
(b) Enumerate and briefly explain the conditions subject to which service qualifies for pension. 7  
(c) Can a resignation from service tendered by a government servant be allowed to be withdrawn? If so, under what conditions may the withdrawal be allowed? 10
  5. (a) Explain the terms (i) Advance from the GP Fund, (ii) Withdrawal from the GP Fund and (iii) Final Payment with reference to the GPF (CS) Rules, 1960. 10  
(b) What are the conditions governing subscriptions to the General Provident Fund? 10
  6. To what extent the interruption or break-in service caused in the circumstances stated in FR-17 A will affect the following entitlements to a government servant? 20
    - (a) Pay and Allowances
    - (b) Increment
    - (c) Leave
    - (d) Pension