

**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	<b>PART A</b>		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	
	<b>PART B</b>		
	Essay writing	20	
	English Comprehension	30	
	<b>Total</b>	<b>200</b>	
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	
	<b>Total</b>	<b>200</b>	
	<b>Grand Total</b>	<b>400</b>	



**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