

**PUNJAB STATE TRANSMISSION CORPORATION LTD.**

**Departmental Accounts Examination- 2023 (2<sup>nd</sup> Session)**

**Category- UDC/Gen Paper- Drafting & Computer Knowledge** **Roll No. \_\_\_\_\_**

**Time Allowed: 3 hours**

**Max. Marks: 100**

**Note: All questions are compulsory**

**Q1. Make a precis of the following passage in about 1/3<sup>rd</sup> words and give an appropriate title.**

**(a) Passage-1**

Almost every organism has the tendency to react to certain stimuli for survival. This reaction to each and every situation has an evolutionary basis of adaptation. The study of human emotions dates back to the 19th century and psychologists have discovered many reasons for every emotion, yet these are just theories. The arousal of emotions and their assumed structures is said to occur due to repeated encounters with a situation followed by the adaptation of the encounter. Human emotions have been linked to adaptively regulate emotion-gathering mechanisms. The emotion of fear which is associated with ancient parts of the brain has presumably evolved among our pre-mammal ancestors while the emotion of a mother's love called the 'filial emotion' has seen to evolve among early mammals. Various emotions work as manipulative strategies that favour survival. Feigning emotions by an accused person may help him be saved from the punishment. An exaggerated display of anger is also associated with manipulating or threatening someone.

Despite there being several emotions for various events, ironically the most interesting emotion is the emotion of disgust. Disgust is aroused when the body senses a danger to the immunity or the physiology of the human. The disgusted memory is associated with alerting the brain of a potentially dangerous substance. A few studies have shown that the encoding triggered in adaptive memory for problems is stronger than any other behaviour. This makes us instantly have a disgusted expression at the sight of something that makes us uncomfortable or uneasy. These expressions are also closely linked to self-protective communication.

**(8+2=10 marks)**

**(b) Passage 2**

Personality lends itself to self-confidence. What is self-confidence? It is a state of mind that believes in its thoughts and actions, whether it is right or wrong. Believe in yourself and with that belief, you will gain more and more confidence in yourself. The guarantee requests the approval of others, the encouragement necessary for maximum trust. The most effective and beneficial effect towards this goal is the understanding gained from life experience so that you can see life in its true proportions and feel that it is not enough to recover. One has to be appropriate and know that the only one who is appropriate is the one who at least understands what others think of him. It is the fear of other opinions that binds and imprisons someone while being fearless of that opinion alone gives one freedom. If we want our lives to have a charming appeal and charm. We must have personality. This is not a safe gift. It can give whatever it wants. But to endure the most discouraging experiences, the intention must be strong, because nothing audible can be easily achieved, and of all the purposes of life, to achieve personality, in particular, Hardest because it's the biggest prize to win.

**(8+2=10 marks)**

**Q2. (a) Draft a notice inviting tender on behalf of Addl. SE/P&M, PSTCL, Ablowal for hiring of vehicle for 220 KV S/S PSTCL, Patiala. (10 marks)**

**(b) Draft a letter from the concerned Chief Engineer to all HODs under PSTCL, regarding use of PSTCL Domain based email IDs for official communication. (10 marks)**

Solution Paper-IV, Drafting and Computer Knowledge (UDC)

**Q1. Make a precis of the following passage in about 1/3<sup>rd</sup> words and give an appropriate title.**

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Despite there being several emotions for various events, ironically the most interesting emotion is the emotion of disgust. Disgust is aroused when the body senses a danger to the immunity or the physiology of the human. The disgusted memory is associated with alerting the brain of a potentially dangerous substance. A few studies have shown that the encoding triggered in adaptive memory for problems is stronger than any other behaviour. This makes us instantly have a disgusted expression at the sight of something that makes us uncomfortable or uneasy. These expressions are also closely linked to self-protective communication.

**Sol:- Title: Human Evolution and Emotions**

The emotions that humans express and react to stimuli in the environment have an evolutionary basis. Emotions are assumed to be a result of repeated encounters with a certain event.

According to evolution, emotions like fear, love, feigning, anger, and disgust are results of consistent reactions in particular situations. Some expressions are often built up or adapted as a form of self-protection.

**(8+2=10 marks)**

**(b) Passage 2**

Personality lends itself to self-confidence. What is self-confidence? It is a state of mind that believes in its thoughts and actions, whether it is right or wrong. Believe in yourself and with that belief, you will gain more and more confidence in yourself. The guarantee requests the approval of others, the encouragement necessary for maximum trust. The most effective and beneficial effect towards this goal is the understanding gained from life experience so that you can see life in its true proportions and feel that it is not enough to recover. One has to be appropriate and know that the only one who is appropriate is the one who at least understands what others think of him. It is the fear of other opinions that binds and imprisons someone while being fearless of that opinion alone gives one freedom. If we want our lives to have a charming appeal and charm. We must have personality. This is not a safe gift. It can give whatever it wants. But to endure the most discouraging experiences, the intention must be strong, because nothing audible can be easily achieved, and of all the purposes of life, to achieve personality, in particular, Hardest because it's the biggest prize to win.

Sol:- **Title: The Importance of Self-Confidence**

**Precis:** Of all the goals in life, personality is the hardest to achieve. For personality development, the most important thing is self-confidence. A self-confident person believes in his thoughts and actions, right or wrong. He has strong self-confidence and is strong enough to withstand the most frustrating experiences. His self-confidence and fearlessness of others. The opinion gives him maximum confidence in himself. And that confidence is strong against his personality.

**(8+2=10 marks)**

**Q2. (a) Draft a notice inviting tender on behalf of Addl. SE/P&M, PSTCL, Ablowal for hiring of vehicle for 220 KV S/S PSTCL, Patiala.**

Department Name	220 KV S/S, P&M, PSTCL, Ablowal
Tender Specification No.	01/2023-24
Tender Issuing Authority	Addl. SE/P&M, PSTCL, Ablowal
Place	Patiala
Short Description	Hiring of vehicle for 220 KV S/S PSTCL, Patiala
Total Quantity	1 No. Scorpio/Xylo/Mahindra Bolero/TUV 300 or equivalent in price
Tender Publication	Nil
Eligibility Criteria	Nil
Sale of Application Start Date	10.01.2024
Sale of Application End Date	20.01.2024 Upto 04.00 PM
Last Date of bid submission	22.01.2024 Upto 10.00 AM
Bid Opening Date	07.01.2024 at 10.30 AM
Pre Bid Meet Date	N.A.
EMD	10,000 /-
EMD Payment Mode	Demand Draft Payable at Patiala
Payment in favour of	Addl. SE/P&M, PSTCL, Ablowal
Contact Person Name and Phone No.	Er. _____, AEE/220 KV/P&M Ablowal, 96461-00000
URL for Additional Information	<a href="http://www.pstcl.org">www.pstcl.org</a>
Tender Documents	<ol style="list-style-type: none"><li>1. Soft Copy of the Document</li><li>2. Print out of web NIT</li><li>3. Print out of NIT as per schedule</li></ol>

Addl. SE/P&M,  
PSTCL, Ablowal

**(10 marks)**

(b) Draft a letter from the concerned Chief Engineer to all HODs under PSTCL, regarding use of PSTCL Domain based email IDs for official communication.



**PUNJAB STATE TRANSMISSION CORPORATION LTD.**  
(Regd. Office: PSEB Head Office, The Mall, Patiala-147001)  
CIN: U40109PB2010SGC033814  
Office of the EIC/HIS & D, Shakti Sadan, Patiala  
website: www.pstcl.org Email Id: \_\_\_\_\_@pstcl.org

To

All HODs under PSTCL

Memo No. \_\_\_\_\_

Dated: \_\_\_\_\_

Subject:- Regarding use of PSTCL domain based email IDs for official communication.

Reference:- \_\_\_\_\_

In this regard, it was intimated that PSTCL has its domain (@pstcl.org) for email communication, but it has been observed that some of the officers still are not using e-mail ids for intra & inter official communication and are using different public domain like @gmail.com, @yahoo.com, etc. Moreover, as per PSTCL e-mail policy (SOP 10- E-mail Procedure) under business communication. Hence the practice of using public domain ids for official communication may be treated as non-compliance of ISMS Policy.

So, it is requested that all HODs shall strictly ensure that the officers under their administrative control are using their official mail IDs.

**EIC/HIS&D**  
**PSTCL, Patiala.**  
**(10 marks)**

**Q3. (a). Correct the following sentence:-**

- (i) Rahul went to school despite of having a fever.  
Rahul went to school despite having a fever.
- (ii) I prefer chocolate milkshake than vanilla ice cream.  
I prefer a chocolate milkshake to vanilla ice cream.
- (iii) Do he have any idea where he is going?  
Does he have any idea where he is going?
- (iv) Our mathematics teacher is giving us too much tasks.  
Our mathematics teacher is giving us too many tasks.
- (v) My mother cooks rice yesterday.  
My mother cooked rice yesterday./ My mother cooks rice every day.

**(5 marks)**

**(b) Change into indirect speech**

- (i) Rahul told to me, "When are you leaving?"  
Rahul asked me when I was leaving.
- (ii) My mother said to me, "You were wrong."  
My mother told me that I was wrong.
- (iii) "Call the ambulance," said the man.  
The man urged to call the ambulance.
- (iv) The boy said, "Let me come in."  
The boy asked to let him come in.
- (v) The teacher said to Shelly, "Why are you laughing?"  
The teacher asked Shelly why he was laughing.

**(5 marks)**

**(c) Change the voice:-**

- (i) He writes an essay.  
An essay is written by him
- (ii) They are eating bananas.  
The bananas are being eaten by them
- (iii) Has he done the work?  
Has the work been done by him?
- (iv) The teacher called the student.  
The student was called by the teacher
- (v) Aastha was learning French.  
French was being learnt by Astha

**(5 marks)**

**(d) Write meaning of following idioms:-**

- (i) Blame one's tools  
Blaming something on someone else.
- (ii) It's not rocket science  
Not that difficult to comprehend.
- (iii) Like riding a bicycle  
A skill that you learn and will never forget
- (iv) Beat around the bush  
Not saying directly
- (v) Elephant in the room  
A controversial problem or a major issue

**(5 marks)**

**Q4. (a) Distinguish between hard copy output and soft copy output.**

Basis	Hard Copy Output	Soft Copy Output
<b>Meaning</b>	A hard copy output is the physical copy of the information	A soft copy output is not physically present
<b>Usage</b>	Mostly used for official information	Mostly used for private purposes
<b>Cost</b>	A hard copy is very expensive to make	A soft copy is cheap to make
<b>Form</b>	Printed on paper	Typed and stored on a computer hard drive (memory)
<b>Conversion</b>	Inconvertible into a soft copy	Convertible into hard copy
<b>Method of Transmission</b>	Mail post, hand to hand	Electronic, digital, internet
<b>Requirement</b>	Read with bare eyes, without the need for any device	An electronic device such as a computer, software on a cellphone, a stable internet connection, etc
<b>Storage</b>	Hard to store	Easy to store
<b>Weight</b>	Has a lot of weight	Has no weight

**(b) Differentiate between primary storage device and secondary storage device.**

Primary storage refers to the main storage of the computer or main memory which is the random access memory or RAM.

A computer's internal hard drive is often considered a primary storage device.

A primary storage device is a medium that holds memory for short periods of time while a computer is running. RAM ( Random access memory) and cache are both examples of a primary storage device.

Secondary storage on the other hand, refers to the external storage devices used to store data on a long term basis.

A secondary storage device refers to any non- volatile storage device that is internal or external to the computer. It can be any storage device beyond the primary storage that enables permanent data storage. It is also known as auxiliary storage device or external storage.

**Examples- Hard disk, Floppy disk, Magnetic Tapes, etc.**

**(c) List the basic features & uses of MS-Excel Software.**

**Sol:- Features of MS- Excel**

1. Build great charts
2. Use conditional formatting
3. Help identify trends
4. Brings data together
5. Online access

**Uses of Microsoft Excel :**

1. Data Entry and Storage
2. Performing Calculations

3. Data Analysis and Interpretation
4. Reporting and Visualizations
5. Accounting and Budgeting
6. Collection and Verification of Business Data
7. Calendars and Schedules
8. Administrative and Managerial Duties
9. Forecasting
10. Automating Repetitive Tasks

**(d) What is Macro in Microsoft office?**

**Sol:-** A macro is a series of commands and instructions that you group together as a single command to accomplish a task automatically.

**Uses of macro are:-**

1. To speed up routine editing and formatting
2. To combine multiple commands- for example , to insert a table with a specific size and borders and with a specific no. of rows and columns
3. To make an option in a dialog box more accessible.
4. To automate a complex series of tasks

One can record a sequence of actions, or one can write a macro from scratch by entering Visual Basic for Applications code in the Visual Basic Editor.

**(5\*4=20 Marks)**

**Q5. (a) Write down the functions of following short cut keys:-**

**Sol:-**

- (i) Ctrl+Y - Redo recent action
- (ii) Alt+N - Go to Insert tab
- (iii) Ctrl+X- Cut selection
- (iv) Ctrl+ 9 - Hide the selected rows
- (v) Ctrl+0 - Hide the selected columns
- (vi) Ctrl + N - Create new document
- (vii) Ctrl + A - Select all
- (viii) Ctrl + Home - Go to start of document
- (ix) F7 - Start Spellchecker
- (x) Ctrl + F4 - Close current document

**(10 marks)**

**(b) Mention the description of following Cyber Security Resource URL regarding the Cyber security related notifications/information:-**

**Sol:-**

- (i) <https://www.meity.gov.in/cyber-security-division> - Laws, Policies & Guidelines
- (ii) <https://www.cert-in.org.in> - Security Advisories, Guidelines & Alerts
- (iii) <https://nic-cert.nic.in> - Security Advisories, Guidelines & Alerts
- (iv) <https://www.csk.gov.in> - Security Tools & Best Practices
- (v) <http://cybercrime.gov.in> - Report Cyber Crime, Cyber Safety Tips

**(5 marks)**

**(c)What are the Login steps for e-office? Mention the official website of e-office.**

**Sol:-**

1. Click on link <https://eofficepmb.punjab.gov.in/> for login into E-Office. A screen will be appear.
2. Enter full email (like [abc@punjab.gov.in](mailto:abc@punjab.gov.in)) and password and click next.
3. Two step Authentication page will appear. Click OTP on Mobile option and click next.
4. You will receive OTP on your mobile. Enter OTP and click Next. You will be logged in to e-Office.

**(5 marks)**