(2) Group Code : 3. Data Entry Operator Grade A/Junior Administrative Assistant/Lower Division Clerk/Senior Administrative Assistant/UDC/Upper Division Clerk

Skill Test Norms as per Essential Qualification:
1. **Data Entry Operator Grade A**
   Should possess a speed of not less than 2000 key depressions per 15 minute (8000 key depressions per hour)
2. **Junior Administrative Assistant/Lower Division Clerk**
   Qualifying Speed for English Typewriting test for 15-minute test:
   35 w.p.m. on Computer.

   Or

   Qualifying Speed for Hindi Typewriting for 15-minute test:
   30 w.p.m. on Computer.

3. **Senior Administrative Assistant/UDC/Upper Division Clerk**

   Qualifying Speed for English Typewriting test for 15-minute test:
   35 w.p.m. on Computer.

   Or

   Qualifying Speed for Hindi Typewriting for 15-minute test:
   30 w.p.m. on Computer.

Skill Test (Stage-II): Only for those who qualify in Stage-I. Skill test will be conducted in two parts which is as follows:

A. **Part A: Writing Skill Test (Mandatory for all post in the Group)**
   a. **Type of Examination:**
      Descriptive Type Examination
   b. **Duration of Examination:**
      One Hour (60 Minutes)
   c. **Mode of Examination: Computer Based Test**
      Topics will appear on the screen and answers are to be typed through Keyboard.
   d. **Language of Paper:**
      English or Hindi
   e. **Division of Questions and Marks Distribution:**
      There will be two types of segment: An Essay and another a letter writing.
      i.   Essay   20 Marks
      ii.   Letter Writing   10 Marks
            Total   **30 Marks**
   f. **Syllabus of Examination:**
      The topics will be for an Essay and a Letter writing on general issues related to the society, nation or world.
   g. **Qualifying Criteria:**
      Each candidate has to secure minimum 10 marks.

B. **Part B: Typing Skill Test**
   a. **Nature of Examination**
      Qualifying Examination only.

   b. **Mode of Examination**
      Candidates will be evaluated for their typing proficiency in the computer as per skill test mentioned as applicable.
      The text for typing will be provided in the language chosen by the candidate

    c. Language of Examination:
      English or Hindi (For Data Entry Operator Grade A post, the language will only be English only.)

      Candidates can choose either English or Hindi for the test.
  I.   For the English Test conventional QWERTY Computer Keyboard will be provided.
 II.   For the Hindi Test candidates are required to familiarize themselves with Mangal on the conventional English QWERTY Keyboard/Inscript Key Board respectively. There is no provision for any other type of keyboard or font for this test.

EVALUATION CRITERIA/CONDUCTION GUIDELINES FOR TYPING/DATA ENTRY SPEED TEST (DEST) [ENGLISH / HINDI]

Basic principle in Typing/Word Processing/Data Entry being replication of the Master/Test Passage (including any errors found in Master/Test Passage).
Errors (i.e. every wrong stroke/effort of input) committed by candidates are classified on the basis of their nature and treated/penalized as under:

I.   NATURE OF MISTAKES :

(1)   FULL MISTAKES : The following errors will be marked as Full Mistakes:

    (a) Omission of every word/figure. **[e.g.** 'Online Advertising is <u>an</u> art' typed as 'Online Advertising is art'**].** [उदाहरण - 'ऑनलाइन एडवरटाइजिंग एक कला है' को 'ऑनलाइन एडवरटाइजिंग कला है']

    (b) Substitution of every wrong word/figure including absurd input (i.e. illegible, unmeaningful & disjoined group of letters/punctuation marks/number(s)/signs/characters etc.). **[e.g.** 'I shall be grateful' typed as 'I will be grateful'; or 'Online Advertising is an art' typed as 'Astfe orlin;d o/4' &L D? "%]**.**[उदाहरण– 'मैं सदैव आपका आभारी रहूँगा' को 'मैं हमेशा आपका आभारी रहूँगा'; या 'ऑनलाइन एडवरटाइजिंग एक कला है' को 'लिंकिन काल/प'न्द जे;क गि(र्द :"%']।

    (c) Addition/Repetition of every wrong word/figure not found in the passage. [e.g. 'I shall be grateful' typed as 'I shall <u>also</u> be grateful' (addition); 'I shall <u>shall</u> be grateful' (repetition)] [उदाहरण – मैं सदैव आपका आभारी रहूँगा' को 'मैं सदैव सदैव आपका आभारी रहूँगा']।

    (d) Spelling Errors : Every spelling error committed by way of repetition/addition/ transposition/omission/substitution of 'a letter'/'letters' or 'a Matra'/'Matras' (in case of Hindi). [e.g. 'spelling' typed as 'spelli<u>ng</u>'(repetition); 'spelling<u>s</u>' (addition); 's<u>ep</u>lling' (transposition); 'sp<u>l</u>ling' (omission); 's<u>m</u>elling' (substitution) etc.]
      [Note : In case of Hindi – grammatically correct alternate spellings will be exempted due to difference in letters formation/combination of letters formation (sandhi-vichhed) in case of use of different Hindi Fonts/Keyboards**]**
      [उदाहरण–'अनुसार' को 'अनुसर'(छूटना); 'अनुसामर(जोड़ना); 'अनूसार(प्रतिस्थापन); 'अनुशासार(स्थानांतरण); 'अनुसारर(दोहराव)]।
      [नोट : अलग-अलग हिंदी फ़ॉन्ट/कीबोर्ड के उपयोग में अक्षरों के गठन/संयोजन में अंतर के कारण व्याकरणिक रूप से सही वैकल्पिक वर्तनी को छूट है; उदाहरण– 'गद्यांश' या 'गद्यांश']।

(2) <u>HALF MISTAKES</u> : The following errors will be marked as Half Mistakes :

(a) <u>Spacing Errors</u> : Where no space is provided between two words or a word and a punctuation mark. Also, every undesired/extra space provided between two words/letters of a word or a word and a punctuation mark. **[**e.g. 'helpful. I hope' typed as 'helpful. I<u>h</u>ope,'(concatenation); 'helpful<u>.</u>I hope,'(concatenation); 'helpful. I hope'(extra spacing)**]**.
[Note : No mistakes will be counted for extra spaces between words in case 'justification of text' has been done by a candidate/by default in computer**]**
[उदाहरण- 'महानगर' को 'महा नगर'; 'संसद सदस्य' को 'संसदसदस्य']। ऐसे ही किसी भी शब्द और विराम चिह्न में गद्यांश के विपरीत रिक्त स्थान देने/ना देने पर [उदाहरण- 'ऐसा नहीं होता, कि' को 'ऐसा नहीं होता , कि'; या 'ऐसा नहीं होता,कि']।

(b) <u>Punctuation Errors</u> : Every punctuation error committed by way of repetition/addition/ omission/substitution. **[**e.g. 'I hope,' typed as 'I hope,,'(repetition); 'I<u>,</u> hope,'(addition); 'I hope'(omission); 'I hope<u>.</u>'(substitution) etc.**]**
[Note : Even single space after full stop is allowed**]**
[उदाहरण- 'ऐसा नहीं होता, कि' को 'ऐसा नहीं होता,, कि'(दोहराव); 'ऐसा, नहीं होता, कि'(जोड़); 'ऐसा नहीं होता कि'(लोप); 'ऐसा नहीं होता। कि'(प्रतिस्थापन)]।

(c) <u>Paragraphic Errors</u> : In case of dissimilarity from the Master/Test Passage, every error of –
(i) Inclusion/non-inclusion of a paragraph;
(ii) Inclusion/non-inclusion of standard indent (i.e. equal to 5 spaces) by use of 'Tab Key' in the beginning of a paragraph;
(iii) Non-inclusion of space or inclusion of extra space between paragraphs.

(d) <u>Wrong Capitalization</u> : Wrong use of capital letter for small letter and vice versa.
[Note : This does not apply to Hindi Typewriting Scripts**]**

NOTE 1 : Maximum Penalty – 1 Full Mistake for a word. **[**e.g. 'hope' typed as 'H<u>o</u> pa' has 2 Half & 1 Full Mistakes (Capitalisation, Spacing & Spelling Error due to substitution of a letter), but treated as 1 Full Mistake**]**. उदाहरण – 'अतिरिक्त' को 'अति रित' टाइप करने पर 2 आधी तथा 1 पूर्ण गलती की बजाय 1 पूर्ण गलती ही मानी जाएगी।

NOTE 2 : No checking of mistakes to be done in case of insufficient gross input/strokes and "Insufficient Attempt" remark need to be written in Result. **[**e.g. For a 35 w.p.m./10 minutes typing test the minimum input is 1750 strokes (35x5x10) or 875 strokes for a 5 minutes test. Similarly, for a 8,000 kdph/15 minutes DEST a minimum input required is 2,000 strokes (8,000/4) or 1,333/667 strokes for a 10/5 minute test respectively**]**. [उदाहरण – 35 श.प्र.मि./30 मि. 'टाइप टेस्ट' में कम-से-कम 1750 अक्षर या 5 मि. में 875 अक्षर चाहिए। इसी तरह, 8,000 के.डी.पी.एच./15 मि. 'डेस्ट' में कम-से-कम 2,000 अक्षर और 10/5 मि. में 1,333/667 अक्षर चाहिए]।

II. <u>QUALIFYING STANDARDS :</u>

The Qualifying Standard required is 35/30 w.p.m. or 12,000/8,000 as applicable.

III. <u>COUNTING/CALCULATION OF MISTAKES & PENALTY :</u>

(1) Total No. of Mistakes = Number of Full Mistakes+ 1/2 the Number of Half Mistakes.
[Note : <u>NO</u> rounding off to be done e.g. FM=4 & HM=7, then Total=7.5**]**
(2) Standard Average Word length taken as 5 strokes.
(3) For each full mistake the penalty shall be 50 strokes. [e.g. For 20 Mistakes the Penalty = No. of Strokes – 1,000 i.e. (50x20)]

IV. CALCULATION OF SPEED:

For example, of a 10 minutes Typing Test/DEST, the calculation will be:

TYPING TEST (in w.p.m.)	DATA ENTRY SPEED TEST (DEST) (in KDPH)
$\dfrac{\text{Total No. of Strokes - Penalty}}{50}$	$\dfrac{\text{Total No. of Strokes – Penalty}}{10} \times 60$
e.g. $\dfrac{3{,}000-1{,}000}{50} = \dfrac{2{,}000}{50} = 40$ w.p.m.	e.g. $\dfrac{3{,}000-1{,}000}{10}\times 60 = \dfrac{2{,}000}{10}\times 60 = 200\times 60 = 12{,}000$ kdph

V. CALCULATION OF ACCURACY:

In case of need for checking accuracy, it shall be calculated as follows:

TYPING TEST (in w.p.m.)	DATA ENTRY SPEED TEST (DEST) (in KDPH)
Accuracy = $\dfrac{\text{Net Typing Speed}}{\text{Gross Typing Speed}} \times 100$	Accuracy = $\dfrac{\text{Net Data Entry Speed}}{\text{Gross Data Entry Speed}} \times 100$
e.g. Accuracy = $\dfrac{40}{50} \times 100 = 80\%$	e.g. Accuracy = $\dfrac{12{,}000}{15{,}000} \times 100 = 80\%$

Note:
- (i) A single skill test examination will be conducted for all post in the group and qualification criteria will be applicable as per published eligibility.
- (ii) A candidate has to qualify in both part of skill test as mentioned above. For Part A (written test), common qualifying criteria will be applicable. For Part B (typing test), qualifying criteria will be applicable as provided for the respective posts in the Group.
- (iii) Backspace key is allowed.

Resolution of Tie Cases: -

In cases where more than one candidate secures equal MARKS, tie will be resolved;

- i. First by marks in domain specific part with candidate with higher marks will be placed higher in merit;
- ii. If not resolved by (i), the marks in general part with candidate with higher marks will be placed higher in merit;
- iii. If not resolved by (i) & (ii), the number of wrong answers / negative marks will be used, wherein those with fewer wrong answers / negative marks will be placed higher;
- iv. If not resolved by (i), (ii) & (iii), the marks in skill test with candidate with higher marks will be placed higher in merit;

v.	If not resolved by (i), (ii), (iii) & (iv) accuracy of Typing Skill Test (Candidates with higher accuracy will be placed above those with lower accuracy).
vi.	If not resolved by (i), (ii) ,(iii),(iv),(v) and (vi) above, by using First Name of candidate with First Alphabet will be placed higher.