भारत सरकार
GOVERNMENT OF INDIA
गृह मंत्रालय, राजभाषा विभाग
MINISTRY OF HOME AFFAIRS, DEPARTMENT OF OFFICIAL LANGUAGE
केंद्रीय हिंदी प्रशिक्षण संस्थान
CENTRAL HINDI TRAINING INSTITUTE

1 1 SEP 2017

Office memorandum

Subject: - Regulation of the rules / norms for setting up of question Paper-I and question Paper-II of Hindi word processing / Hindi Typing and question Paper-I and question Paper-II of Hindi Stenography and evaluation of answer sheets-regarding.

Consequent upon the approval of the Department of Official Language, Ministry of Home Affairs, vide their letter No. 14034/16/2016-OL (training) dated 27 July, 2016 and letters of even no. dated 31 March 2017 and direction vide letter dated 29 August 2017, superseding the all old rules/norms in respect of setting up of Question Paper I and Question paper II of Hindi word processing/ Hindi Typing Examination and Question Paper I and Question Paper II of Hindi Stenography Examination to be conducted under central Hindi Training Institute/Hindi Teaching Scheme and evaluating answer sheets, the following rules are made for their regulation, viz: -

1.   (i) These Rules may be called setting of the question paper I and Question paper II of Hindi word processing/Hindi Typing Examination and setting up of Question Paper I and Question paper II of Hindi Stenography Examination and evaluation of Answer Sheets Rules, 2017 to be conducted under central Hindi Training Institute/Hindi Teaching Scheme, M/o Home Affairs, Department of Official Language.

(II) These Rules shall come into force on the date of issue of this Office Memorandum.

2.   Duration of Examination for Question Paper I (Statement, Letter and Manuscript) of Hindi word Processing/Hindi Typing will be one hour and thirty Minutes (I.30 hours).

3.   For Setting up the Question paper of Hindi word Processing/Hindi typing Question Paper-II (Speed Test) number of strokes shall be calculated as per standard Inscript Keyboard layout. Norms related to setting up the question paper –I and Question paper –II of Hindi word Processing/Hindi typing and Question papers –I and Question paper II of Hindi Stenography examination will be regulated as per enclosure-1.

4.   Keeping Computer in view General Rules for evaluating answer sheets of Question paper-I (statement, letter and Manuscript) of Hindi word processing/Hindi typing and special rules for evaluating answer sheets of Statement, General Letters, Demi-official Letters, Office Orders/ Office Memorandum and Manuscript etc. will be regulated as per Enclosure-2.

5.   Rules for evaluating answer sheets of Question Papers II (Speed Test) of Hindi word processing/Hindi typing examination shall be regulated as per Enclosure-3. To pass this examination, the speed of 30 words per minute (9000 KDPH) will be required for which minimum 25 marks out of 50 marks and on obtaining the speed of 35 words per minute (10500 KDPH) 50 out of 50 marks will be awarded.

For Question Paper –II (Speed Test) of Hindi word processing/Hindi typing examination to be conducted on computer, revised new mark sheet as per speed and KDPH will be regulated as per enclosure-3.
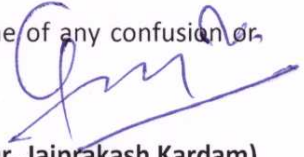
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6.   General Rules and special rules related to the evaluation of answer –sheets of Question paper-I (80 Words per minute) and Question paper -II (100 words per minute) of Hindi Stenography on computer will be regulated as per Enclosure-4.

7.   To maintain uniformity of the training and examination, only the computerized part-time training centres will be continued. Those part time training centres imparting training on Manual Typewriter will be discontinued after conducting the examination following the date of issue of this Office memorandum. In future also part time training centres will be opened only at the places where computers are available.

8.   The Hindi version of the Office Memorandum will be final at the time of any confusion or any controversy at any point.

(Dr. Jaiprakash Kardam)
Director

FNo.-22011/267/2015-केहिप्रसं/अ0वि0(टं/आ0)/ ३/१८   Dated: 1 1 SEP 2017

Copy to:

1. Under Secretary, Training Desk, Department Official Language, Ministry of Home Affairs, Government of India, NDCC Bhawan, Jai Singh Road, New Delhi w.r.t. their letter No. 14034/16/2016-OL (training) dated 29 August, 2017 for information.

2. Deputy Director, Hindi Teaching Scheme (Examination), East Block-7, Floor-6, RK Puram, New Delhi - 110066. With the instructions to enforce these rules strictly in the examinations conducted following the date of issue of this Office memorandum and also to inscribe the Key Depression per hour (KDPH) in the examination results and certificates. Please ensure to comply with these rules while setting up question papers and evaluating the answer sheets.

3. Deputy Director (Typing / Shorthand), Hindi Teaching Scheme (North central), East Block-7, Floor-6, RK Puram, New Delhi - 110066.

4. Deputy Director (Typing/Shorthand), Central Hindi Training Institute, 2-A, Prithviraj Road, New Delhi.

5. All Regional Deputy Directors (East / North-Eastern / North central / South / West). With the instructions to ensure proper action on point no. 7 of the office memorandum.

6. All Assistant Directors (Typing / Stenography), Central Hindi Training Institute / Hindi Teaching Scheme, with instructions to ensure compliance with these rules.

7. Assistant Director (Language), (Research and Analysis Unit/ Headquarter), Central Hindi Training Institute, New Delhi.

8. Administrative Officer, Central Hindi Training Institute, New Delhi.

Hindi Word Processing / Hindi Typing and Hindi Stenography

Rules for setting the Question Papers

(a)   Question Paper I of Hindi Word Processing / Hindi Typing:-

1)   Language of all the questions must be simple so that the examinee can understand the question easily;

2)   Time for Question Paper I of Hindi Word Processing/ Hindi Typing-1 Hour and 30 minutes, maximum marks 50 and the time for Question Paper II 10 minutes, and maximum marks 50 must be marked at the appropriate place on the question paper;

3)   Marks of the each question should be mentioned in the right margin of the question paper. Sum of the marks of all questions must be equal to total marks;

4)   The Question Paper must not contain Paragraphs from the previous exams or from the chapters of the text-book;

5)   A table should have 5 columns and 8 rows including the title. As far as possible, larger figures should be avoided;

6)   In the Question number 2 body of the letter should contain approx. 120 words. Proforma must be strictly as per rule so that it could be clear whether it is a General Letter, Office Memorandum, Office Order, Demi-Official Letter, Advertisement etc.;

7)   Manuscript must be of 120 words and only the proof reading signs given in the text book should be used so that uniformity in the question papers could be maintained.   Manuscript must be written in neat, clean and clear words;

8)   It must specifically be kept in mind that Manuscript should be written with   pilot pen in black ink.

(b)   Question Paper II of Hindi Word Processing/Hindi Typing:-

1)   Content of the question paper II of Hindi Word Processing /Hindi Typing should be simple, comprehensible and no specific mention should be made of politics, religion, caste or any political party;

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2) Strokes must be counted as per rule, number of the total strokes in the Question Paper must not be less than 1500;

3) Numbers, brackets, inverted comma, question marks etc. must not be used in the Question Paper of the speed test of Hindi Word Processing/ Hindi Typing;

4) Strokes must be calculated as per the following criteria according to the Manak Inscript keyboard layout:-

    i) Each letter/vowel signs of the lower case must be counted as one stroke;

    ii) Each letter/vowel signs of the upper case must be counted as two strokes (one stroke for the letter/vowel signs and second for the shift key);

    iii) If letters of the lower case are marked with vowel signs (मात्रा (of the lower case then it must be counted as two strokes;

    iv) If letters of the lower case are marked with vowel signs of the upper case then it must be counted as three strokes;

    v) If letters of the upper case are marked with vowel signs of the lower case then it must be counted as three strokes;

    vi) If letters of the upper case are marked with vowel signs of the upper case then it must be counted as four strokes;

    vii) The space between two letters/words must be counted as one stroke;

    viii) One additional stroke must be counted for each line;

    ix) No stroke will be counted for leaving indent (paragraph) for the first time.

    x) Number of strokes must be marked at the end of the each line;

    xi) The number of strokes must be written by adding the stroke at the end of the second line and each further line by counting strokes of the previous lines;

    xii) If figures are used in the article, one stroke must be counted for each figure.

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(C) Hindi Stenography Question Paper I and II:-

1)   The Question Paper must carry positive sentiments and no specific mention should be made of any politics, religion, caste and party.

2)   Language of the Question Paper must be colloquial, explanatory and fluent. Personal noun, words, obsolete forms of figures, difficult, long conjugated idioms, proverbs and awkward words should not be use.

3)   Question Paper I speed of 80 words per minutes must be set for 400 words wherein dictation will be of 5 minutes. 5 minutes time for dictation, 10 minutes time for reading, 50 minutes time for transcription, maximum marks 100 and speed 80 words per minutes must be marked in the question paper at appropriate place.

4)   Question Paper II speed of 100 words per minutes must be set for 500 words wherein dictation will be of 5 minutes. 5 minutes time for dictation, 10 minutes time for reading, 50 minutes time for transcription, maximum marks 100 and speed 100 words per minutes must be marked in the question paper at appropriate place.

5)   In the question paper words must be counted carefully. Each word of the Grammatical case, preposition, conjunction must be counted as a separate word.

6)   While setting the question, paper signs must be marked as follows; on 15 seconds (/), on 30 seconds (//), on 45 seconds (///) and on one minute (x). In front of every (X) minutes (1,2,3,4,5) must be marked in the left margin.

7)   The question paper must not be contained chapters from the text book.

11-9-17.

Rules for evaluating answer sheets of Question paper I of Hindi Word Processing/Hindi Typing on Computer.

General Rules

1. One mark should be deducted for each one full error of typing.

2. Each spelling error may be counted as one error.

3. Syntax error such as "मुझे है जाना" in place of "मुझे जाना है" should be counted as one error.

4. Each skipped word should be counted as one error and each added word should be counted as one error. Adding more than one word at the same place should be counted as one error only.

5. Each error of grammatical signs should be counted as half error each time.

6. At the time of evaluation if the examiner believe that on the basis of evidences any two or more than two answer sheet's prints have been taken from the same computer or answer sheets have been copied, such trainees should be declared failed by awarding zero markes and the examiner should record his full comments in this regard giving proper evidence on the answer sheets.

7. Any title or subject do typing in Bold or not should not be counted as an error.

8. If a word is printed wrongly in the question paper, it should not be counted as an error, if it is typed as it is or typed by correcting it.

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Special Rules

Question 1 : Statement (सारणी)

1. The statement should be prepared using computer tools. If the statement is prepared manually, 05 marks should be deducted. Further :-

2. **(A)** one mark should be deducted for each error of the following type :-
   (i)   If the top and bottom margin in statement is not equal;
   (ii)   If the right and the left margin in statement is not equal;
   (iii)   If the title of the statement has not been typed as per the question-paper;
   (iv)   If Double Enter has not been given after the title;
   (v)   If the unit has not been typed on the right alignment;
   (vi)   If the topmost and the lowest line of the statement has not been made double;

   (B) If any one or more than one of the following errors is found in the column title and items, one mark should be deducted **only once considering it as one error**:-
   (i)   If the title of the column and items are in words, not having the left alignment;

   (ii)   If the title of the column is in figures and items are in words, not having the left alignment

   (iii)   If the title of the column is in words and items are in figures not having the center alignment and then if the figures are not equal then for not making them equal on the right figure.

   (IV)   If title of the column and items are in figures not having the center alignment and if figures are not equal then not making them equal on right figure (unit digit).

   (C)   Vertical and horizonatal lines between the columns :-

   (i) If vertical lines are given in the question paper, then these have to be inserted; if not given then not to be inserted. If this is not done one mark should be deducted only once considering it as one error;
   (ii) If horizontal lines are not given in the question paper and horizontal lines have been inserted by the candidate, one mark should be deducted only once considering it as one error.

Question 2 : Letter Writing (पत्र लेखन)

(A) **Ordinary Letter**

One mark for each of the following error should be deducted:-

(I)   Letter No. and Name of the Office has not been typed on Center Alignment;

(II)   Address of Office and Date have not been typed on Right Alignment;

(III)   Although the entire letter shall be typed in single line space (auto line space), however, Double Enter has not been given after the 'दिनांक', before the 'विषय', after the 'विषय' and after 'भवदीय'.

(IV)   'भवदीय', name and designation of the signatory have not been typed in the second half center of the page;

(V)   'विषय' has not been started with Indent/Tab;

(VI)   'संलग्नक/अनुलग्नक' has not been typed on the left alignment between 'भवदीय' and signatory;

(VII) Double enter has not been given after the designation of singnatory and before 'प्रतिलिपि'.

(B) **Demi-official letter (अर्ध-सरकारी पत्र)**

One mark for each of the following error should be deducted:-

(i)   Name, Designation of the sender of the letter has not been typed on the left alignment;

(ii)   Letter number and name of office has not been typed in the second half center of the page;

(iii)   Address and date has not been typed on the right Alignment;

(iv)   Although the entire letter will be typed in **single line space** (auto line space), however double enter has not been given after the 'दिनांक', before the name of the addressee and after 'आपका/शुभेच्छु' etc.

(v)   'धन्यवाद' Or 'सधन्यवाद' etc. has not been started with Indent/Tab;

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(vi)   'आपका' and the name of signatory have not been typed in the second half center of the page;

(vii) Name and designation of the addressee, name and address of office have not been typed on the Left Alignment.

(C)   Office order/office Memorandum etc. (कार्यालय आदेश/कार्यालय ज्ञापन आदि)

One mark for each of the following error should be deducted:-

(i)   Letter number name of the office have not been typed on the Center Alignment;

(ii)   Office Address and date have not been typed on the Right Alignment;

(iii) Office Order/Office Memorandum etc. have not been typed on the Center Alignment;

(iv)   Double Enter has not been given after the 'दिनांक', after the 'कार्यालय आदेश/कार्यालय ज्ञापन', after the 'विषय' and before the name of the signatory.

(v)   Name and designation of the signatory have not been typed in the second half center of the page;

(vi)   Double enter has not been given before 'प्रतिलिपि';

(vii) 'विषय' has not been typed in Indent/Tab;

(viii) If "सेवा में" word is there in the question paper then name, designation of the addressee, name and address of the office have not been typed from Indent/Tab;

(ix)   If "सेवा में" word is not there in the question paper, name designation of the addressee, name and address of the office have not been typed from the Left Alignment.

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Question 3: Manuscript (हस्तलेख)

1. If not type as per the instructions given, one mark should be deducted for the error of each instruction.

2. **One mark for each of the following error should be deducted:-**

    (I)   If the title in the question paper is underlined, it must to be type underlined and if title is not underlined it must not to be type underlined, for not following it;

    (II)   For not typing the entire article in Single Line Space (Auto line space);

    (III)   For not giving Double enter after the title;

    (IV)   For not giving Double enter before Tailpiece;

    (V)   For not giving Tailpiece as per the question paper;

    (VI)   For not giving one space between letters and three space between words in the spaced heading.

Rules for evaluating the Answer Sheets of Question Paper Two of Hindi Word Processing/Hindi Typing on computer

(A) **The following types of errors should be counted as one error:-**

(i) For every spelling error.

(ii) For every skipped word one error/ for two or more than two words skipped together only one error should be counted, but speed will be calculated as per rules after deducting skipped words from total words.

(iii) Word/words/lines typed repeatedly at the same place should be counted as one error.

(iv) For the error of syntax e.g. "मुझे है जाना" instead of "मुझे जाना है" should be counted as one error.

(v) If a letter is skipped in a word or if typed back and forth then the same should be counted as one error. For example 'पाशाला' instead of 'पाठशाला' or 'सरकाररी' instead of 'सरकारी'. This is a spelling error.

(B) **The following types of errors should be counted as half error:-**

(i) For not making the paragraph

(ii) If a word is not typed correctly and then if it has been left as it is and then retyped.

(iii) For not using comma, full stop, question mark, hyphen, das etc. or using these at a wrong place.

(C) **The following types of errors should not be counted as an error:-**

(i) Bad quality of print due to defective printer will not be counted as an error.

(ii) If a word is printed incorrectly in the question paper and the same is typed as it is or by correcting it then it should not be counted as an error.

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(D) **Method of calculating speed of Hindi Word Processing/ Hindi Typing in Question Paper Two.**
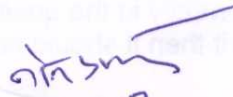
    (i)   First of all total number of the strokes typed shall be divided by five and this shall be taken as number of words.

    (ii)   After adding full and half errors round up the figure.
           Example: (5 full and 11 half errors =10 full errors.)

    (iii)   5% errors in total typed words should be exempted.

    (iv)   For every error in excess of 5%, 10 words will be deducted as a penalty.

    (v)   In the speed test of Hindi Word Processing/Hindi typing, the speed of 29.5 word per minute (8850 KDPH) to 29.9 word per minute (8970 KDPH) should be marked as minimum 30 word per minute (9000 KDPH) speed.

(E) **The examiner should mark the details at the end of every answer sheet according to the example given below:-**

    (i)   Total typed strokes.
    (ii)   Total words.
    (iii)   Error full...... half.............., total............
    (iv)   Correct speed .... wpm (..........KDPH)
    (v)   Marks obtained
    (vi)   Result

Signature of the Examiner

After calculating the net speed, marks should be awarded according to the table enclosed.

Table of markings according to the speed in Second Question Paper II of Hindi Word Processing/Hindi Typing

Speed WPM	(KDPH)	Marks obtained	Speed WPM	(KDPH)	Marks obtained
25 या कम	(7500)	0	30.0	9000	25
25.1-25.2	(7530-7560)	1	30.1-30.2	(9030-9060)	26
25.3-25.4	(7590-7620)	2	30.3-30.4	(9090-9120)	27
25.5-25.6	(7650-7680)	3	30.5-30.6	(9150-9180)	28
25.7-25.8	(7710-7740)	4	30.7-30.8	(9210-9240)	29
25.9-26.0	(7770-7800)	5	30.9-31.0	(9270-9300)	30
26.1-26.2	(7830-7860)	6	31.1-31.2	(9330-9360)	31
26.3-26.4	(7890-7920)	7	31.3-31.4	(9390-9420)	32
26.5-26.6	(7950-7980)	8	31.5-31.6	(9450-9480)	33
26.7-26.8	(8010-8040)	9	31.7-31.8	(9510-9540)	34
26.9-27.0	(8070-8100)	10	31.9-32.0	(9570-9600)	35
27.1-27.2	(8130-8160)	11	32.1-32.2	(9630-9660)	36
27.3-27.4	(8190-8220)	12	32.3-32.4	(9690-9720)	37
27.5-27.6	(8250-8280)	13	32.5-32.6	(9750-9780)	38
27.7-27.8	(8310-8340)	14	32.7-32.8	(9810-9840)	39
27.9-28.0	(8370-8400)	15	32.9-33.0	(9870-9900)	40
28.1-28.2	(8430-8460)	16	33.1-33.2	(9930-9960)	41
28.3-28.4	(8490-8520)	17	33.3-33.4	(9990-10020)	42
28.5-28.6	(8550-8580)	18	33.5-33.6	(10050-10080)	43
28.7-28.8	(8610-8640)	19	33.7-33.8	(10110-10140)	44
28.9-29.0	(8670-8700)	20	33.9-34.0	(10170-10200)	45
29.1-29.2	(8730-8760)	21	34.1-34.2	(10230-10260)	46
29.3-29.4	(8790-8820)	22	34.3-34.4	(10290-10320)	47
29.5-29.9	(8850-8970)	25	34.5-34.6	(10350-10380)	48
			34.7-34.8	(10410-10440)	49
			34.9-35.0 या अधिक	(10470-10500)	50

Rules for evaluating Answer Sheet of Question Paper I & II OF Hindi Stenography on Computer

General Rules

1. For full error (X) and for half error (/) mark to be marked with red ink pen over the incorrect word.
2. If short hand script not attached / not written in full/ not matching with the question paper then mentioning the same zero mark may be awarded.
3. If one word is repeatedly incorrect then it will be counted as one error.
4. Manual transcription/amendments will not be valid.
5. To qualify in each question paper scoring minimum 50 marks will be essential. For securing minimum pass marks the examinee will not be allowed to commit errors in more than 5 % words of the passage.
6. Examinee passing in any one of the two question paper will be considered as pass.

Special rules

(A)   The following types of errors should be counted as one error:-

    (i)   For every skipped word one error;

    (ii)   For every extra word added one error; If more than one words are added at the same place then it will be counted as one error only.

    (iii) For incorrect verb form at the end of the sentence e.g. 'जा रहे हैं' in place of 'जा रहा है' one error.

    (iv) For not using full stop/ using it at a wrong place will be counted as one error only ones.

(B)   The following types of errors should be counted as half error:-

    (i)   Spelling mistake in every word e.g.

        'मैं' in place of 'मैं'

        'की' in place of 'कि'

        'ओर' in place of 'और'

        'नही' in place of 'नहीं'

        'परिक्षा' in place of 'परीक्षा'

        Or for other similar mistakes half error once.

    (ii)   Error of gender and number, e.g.

        'लड़का' in place of 'लड़की'

        'सड़कों' in place of 'सड़क'
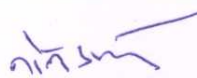
        Or for other similar mistakes half error

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(iii)   If one word is typed twice e.g. "वह आया आया" for every similar error half error;

(iv)   If the words are back and forth e.g. "मुझे है जाना" in place of "मुझे जाना है" then for every such error half error should be counted;

(v)   If after giving print by the examinee any amendment is done manually then every such amendment should be counted as half error;

(C)   The following types of errors should not be counted as error:-
(i)   Irregular space between Letters / words / sentences.
(ii)   Not using the punctuation marks like comma, question mark, inverted comma, hyphen and point or using these at wrong place.
(iii)   Incorrect left-right margin, not making paragraph or making wrong paragraph will not be counted as an error.

(D)   Method of giving marks in the answer sheet of Stenography.
(i)   Both the question papers carry Maximum 100 Marks each and minimum passing marks are 50 in each paper.
(ii)   Half mark will not be entered in the mark list e.g. if the marks are 47.5 then it will be given as 48. Similarly if the number of errors is 10.5 then it will be considered as 10 only. If the error is only half then it will not be considered as an error.
(iii)   Two and half (2.5) marks for every error in question paper I and Two (2) marks for every error in question paper II will be deducted.

(E) The examiners should give the following details in the answer Sheets:-

Question paper -1 (80 word per minute)	Question paper -2 (100 word per minute)	
Errors - 13	Errors - 27	Errors - 27.5
Marks obtained - 68	Marks obtained - 46	Marks obtained - 46
Result – pass/fail	Result – pass/fail	Result – pass/fail
Signature of the Examiner Date	Signature of the Examiner Date	Signature of the Examiner Date

गोविंद सिंह
11-8-17.   -----------