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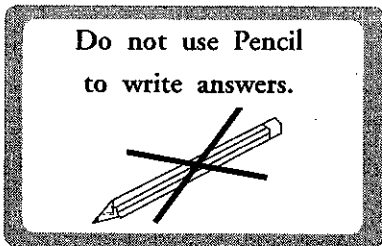
First Efficiency Bar Examination for Inspectors of Customs
Grade II (New Syllabus) - 2017(II) (2018)

(01) Establishments Code & Office Systems

One hour

Instructions to Candidates

Very Important :



* Answer scripts where the numbers are not written as indicated below will not be marked / evaluated.

1 2 3 4

Write your Index Number here and on page 3 in the space indicated.

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Checked as correct

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Invigilator's Initials

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Page No.	Question No.	Marks Awarded
2	1 (I - VII)	
3	1 (VIII - XV)	
4	1 (XVI - XX)	
5	2	
6	3	
7	4	
8	5	
Total		

Final Score

In figures	
In words	

Marking Examiner	
Checked by	

1. For questions from No. I to XX, select the **correct** or the **most appropriate** answer out of four answers given and write the **number** of the relevant choice **on the dotted line** given against the question.
- I. Reorganizing an office means,
- (1) constructing a new office.
 - (2) replacing old office systems by new office systems.
 - (3) rearranging to suit the present day needs.
 - (4) expanding the office. (.....)
- II. What is the maximum extension period given to New officer who has not passed the efficiency bar examinations?
- (1) one year. (2) two years. (3) three years. (4) four years. (.....)
- III. Precedents files mean,
- (1) a single file of a particular case.
 - (2) a file which contains the details how action has been taken on a particular subject in special situations.
 - (3) a file combining a number of files.
 - (4) a file containing only reports. (.....)
- IV. An accepted system of filing documents in files is,
- (1) filing documents relating to each subject separately.
 - (2) filing using both split filing system and combined filing system.
 - (3) filing all documents in a single file.
 - (4) filing documents in accordance with their nature. (.....)
- V. Letters received by an office by post are,
- (1) letters received by ordinary post, registered post, express post and telegrams.
 - (2) hand delivered letters and express letters.
 - (3) letters delivered by hand delivery services and registered letters.
 - (4) letters delivered by individuals and telegrams. (.....)
- VI. The authority to open a letter received in an envelop marked 'confidential' lies with
- (1) the person authorised to open such letters or the person holding the post to which the letter is addressed.
 - (2) the subject clerk in charge of mails.
 - (3) chief clerk.
 - (4) any subject clerk. (.....)
- VII. What should be done to letters received by a branch head?
- (1) All should be submitted to the head of the institution.
 - (2) Only important letters should be submitted to the head of the institution.
 - (3) All should be distributed among the managers in charge of the subject.
 - (4) The branch head should personally handle all the letters. (.....)



VIII. When numbering and naming files

- (1) it should be done in order they are received.
- (2) it should be done in accordance with the duty lists.
- (3) it should be done according to the number of letters received daily.
- (4) it should be done starting from the last number assigned the previous day. (.....)

IX. When destroying files in a public office what should be necessarily sent to archives Department are,

- (1) files exceeded 10 years.
- (2) files exceeded 20 years.
- (3) files exceeded 30 years.
- (4) documents prescribed to be preserved. (.....)

X. The number of basic categories to which goods can be inventorised are,

- (1) two. (2) three. (3) four. (4) six. (.....)

XI. The portion of annual vacation leave that newly recruited officers to public service are entitled to is,

- (1) $\frac{1}{9}$.
- (2) no minimum limit.
- (3) only the number of days recommend by a doctor.
- (4) only in the event of an illness. (.....)

XII. Duty leave **cannot** be obtained

- (1) by a witness summoned by the head of the institution for a disciplinary inquiry.
- (2) by an officer engaged in election duty.
- (3) by a member of a trade union to attend the annual general meeting
- (4) to attend the funeral of his or her father or mother. (.....)

XIII. The power to dissolve provincial council is vested with the

- (1) president. (2) governor of the provincial council.
- (3) chief minister. (4) chairman of the provincial council. (.....)

XIV. The minimum and the maximum age limits for recruiting to public service are,

- (1) 18 years and 35 years.
- (2) 18 years and 45 years.
- (3) 21 years and 35 years.
- (4) 21 years and 45 years. (.....)

XV. Commuted travelling allowance means

- (1) an allowance consisting of transport expenses, combined allowances and all personal expenses payable to an officer engaged in official travel subject to relevant conditions.
- (2) a fixed transport allowance commuted on the basis of his salary payable to an officer engaged in official travel.
- (3) a fixed transport allowance commuted on the basis of mileage.
- (4) the mileage and transport allowance payable to an officer engaged in official travel. (.....)

XVI. During how many days should a holiday railway warrant be used from the date of issue?

- (1) 07 days (2) 14 days
(3) 21 days (4) 30 days (.....)

XVII. Determent of an increment means

- (1) dis-allowance of an increment which is due for ever.
(2) reduction of an increment due.
(3) withholding an increment and paying later.
(4) doubling the increment. (.....)

XVIII. The salary of the month in which a public officer not entitled to death gratuity, died should be paid

- (1) up to the period of salary day.
(2) up to the day on which he died.
(3) up to the day he reported for duty last.
(4) up to the last day of the month of his death. (.....)

XIX. The pension contribution for a public officer temporarily released for service in a public corporation at the instance of government is,

- (1) 15% of his new consolidated salary.
(2) 18% of his new consolidated salary.
(3) 20% of his new consolidated salary.
(4) 25% of his new consolidated salary. (.....)

XX. An officer who come into contact with a person suffering from a non quarantine disease

- (1) should be kept away from his place of work for 03 months.
(2) should be kept away from his place of work for 02 weeks.
(3) should not be kept away from his place of work.
(4) should be kept away from his place of work till the patient recovers. (.....)

(01×20 = 20 marks)

● Write answers to **all** the following questions **on the dotted lines** given.

2. (i) Mention **five** instances when full pay study leave can be obtained.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(ii) Name **five** instances when duty leave can be obtained.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(iii) Name **five** types of special leave that a public officer can obtain in terms of Chapter XII of the Establishments Code.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(iv) Indicate **five** instances where lapsed leave can be obtained.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

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3. (i) Write **five** advantages of induction training.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(ii) Write **five** objectives of training in public service.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(iii) Why is employee performance appraisal important for administration?

.....

.....

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.....

.....

(05 marks)

(iv) Write **five** types of files in an office.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

Department of Examinations Sri Lanka

4. (i) State **five** types of Losses mentioned under Financial Regulations No. 102.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(ii) State **five** types of vouchers with their General Form Number used for the payments in a Department.

Type of Payment	General Form Number
(a)
(b)
(c)
(d)
(e)

(10 marks)

(iii) State **five** matters to be filled in a receipt issued by a cashier.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

Department of Examinations, Sri Lanka

5. (i) State **five** acts that should **not be done** by a cashier with regard to public money in his custody.

- (a)
- (b)
- (c)
- (d)
- (e)

(10 marks)

(ii) State **five** types of information to be recorded in a Register of Counter Foil Books.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(iii) State **five** types of information to be recorded in a Register of Telephone.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

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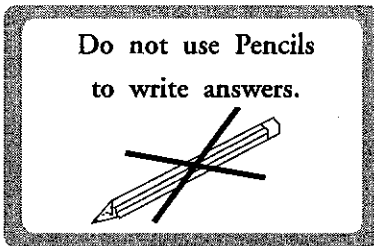
First Efficiency Bar Examination for Inspectors of Customs
Grade II (New Syllabus) – 2017 (II) (2018)

(02) Financial Regulations & Accounting Systems

One hour

Instructions to candidates

Very Important



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1 2 3 4

Write your Index Number here and
on page 3 in the space indicated.

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4	1(XV – XX)	
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6	3	
7	4	
8	5	
Total		

Final Score

In figures	
In words	
Marking Examiner	
Checked by	

1. For the questions No. I to XX, select the **correct or most suitable** answer and write the relevant **number on dotted line** given against the question.

- I. The instance when the Minister of Finance issues the warrants to spend money out of Government Consolidated Fund is,
- (1) after the annual appropriation Bill is presented to Parliament.
 - (2) after the annual appropriation Bill is approved by the Cabinet of Ministers.
 - (3) after the annual appropriation Bill becomes a law.
 - (4) after the vote is taken in Parliament for the annual appropriation Bill. (.....)
- II. The Department which issues the letter of Imprest Authority is
- (1) Department of Public Finance.
 - (2) Department of State Accounts.
 - (3) Department of Treasury Operations.
 - (4) Department of National Budget. (.....)
- III. The requisition warrant is issued in relation to,
- (1) advance account activities.
 - (2) supplementary estimate approved by Parliament.
 - (3) Contingency Fund.
 - (4) release the provision retained by the Cabinet of Ministers. (.....)
- IV. The special certificate to be attached with the monthly pay sheet of a department is,
- (1) leave records.
 - (2) birth certificate.
 - (3) annual increment certificate.
 - (4) medical certificate. (.....)
- V. What is known as a 'Cross Entry' is,
- (1) a journal entry.
 - (2) an entry in the debit side of the cash book.
 - (3) an entry in the credit side of the cash book.
 - (4) an entry recorded in both the debit and credit sides of the cash book. (.....)
- VI. In an inquiry relating to losses, a Preliminary Report should be submitted before the Full Report if there is a delay of more than,
- (1) 07 days.
 - (2) 30 days.
 - (3) 60 days.
 - (4) 90 days. (.....)
- VII. The normal validity period of a cheque issued by a Government Department is,
- (1) 07 days.
 - (2) 30 days.
 - (3) 90 days.
 - (4) 120 days. (.....)

2

First Efficiency Bar Examination for Inspectors of
Customs Grade II (New Syllabus) - 2017 (II) (2018)
(02) Financial Regulations & Accounting Systems

- 3 -

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VIII. In terms of Financial Regulations, the completely used counterfoil books could be destroyed only

- (1) three months
- (2) one year
- (3) two years
- (4) five years (.....)

after the date of issue of the last form.

IX. The step which is to be taken when a cheque with the crossing 'Account payee only' is received by you is to

- (1) encash the cheque by presenting it to the cashier at the Bank.
- (2) endorse and transfer it to another customer.
- (3) deposit it in his/her own current account.
- (4) transferring it to a creditor for settlement of a loan. (.....)

X. What is the deduction which **doesn't** fall under the limit of 40% of the salary when considering to grant a loan to a public servant?

- (1) the bank loan instalment
- (2) the distress loan instalment
- (3) the monthly salary advance
- (4) the contribution to trade union (.....)

XI. The usual date of commencing payment of the monthly salaries to government servants is,

- (1) 20th day of each month.
- (2) 25th day of each month.
- (3) 30th day of each month.
- (4) 05th day of following month. (.....)

XII. An instance when an amount credited to Government Revenue has to be refunded is when

- (1) releasing a deposit .
- (2) paying a compensation to an employee.
- (3) repaying an excess fee charged.
- (4) paying an arrears of an employee in one instance. (.....)

XIII. The general form number of the receipt issued for the money received by a shroff in a government department is,

- (1) Gen. 118.
- (2) Gen. 172.
- (3) Gen. 177.
- (4) Gen. 178. (.....)

XIV. In which instance, is a service of a Government Department to be provided to a person who has made the payment by a cheque?

- (1) when the cheque is submitted to the cashier.
- (2) after the cheque is realized.
- (3) after the cheque is deposited in the Bank.
- (4) after the cheque is recorded in form G.A.M. 83. (.....)

[See page four.

Department of Examinations Sri Lanka

- XV. The Bank Reconciliation Statement with regard to its bank account should be prepared by a Department,
- (1) on the last date of the relevant month.
 - (2) on the date of receiving the bank statement.
 - (3) before the 15th day of following month.
 - (4) before the end of following month. (.....)
- XVI. The maximum period that the money obtained by a shroff to make salary payments on a pay sheet could be kept in his custody is,
- (1) 03 days.
 - (2) 07 days.
 - (3) 14 days.
 - (4) 21 days. (.....)
- XVII. The category of employees who has to furnish security in the public service is,
- (1) Government Technical Officers.
 - (2) Teachers.
 - (3) Accountants.
 - (4) Doctors. (.....)
- XVIII. The approval for a new telephone connection to a department should be obtained first from the,
- (1) Post Master General.
 - (2) Head of the relevant Department.
 - (3) Divisional Secretary.
 - (4) General Treasury. (.....)
- XIX. What is the category of books that **doesn't** fall under the counter foil books?
- (1) fuel order books
 - (2) leave records
 - (3) receipt books
 - (4) railway warrants books (.....)
- XX. The Accounting Book used for Budgetary control in a Department is,
- (1) Cash Book.
 - (2) Deposit Ledger.
 - (3) Departmental Appropriation (votes) ledger.
 - (4) Audit Query Register. (.....)

(01×20 = 20 marks)

Department of Examinations Sri Lanka

● Write answers to **all** the following questions **on the dotted lines** given.

2. (i) Name **five** types of warrants issued by the Minister of Finance.

- (a)
- (b)
- (c)
- (d)
- (e)

(10 marks)

(ii) State **five** instances that a cheque issued by a Department, could be returned.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(iii) State **five** matters to be recorded in the Register of Losses.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

Department of Examinations Sri Lanka

3. (i) State **five** statutory deductions which could be deducted from the monthly salary of a Government Servant.

- (a)
- (b)
- (c)
- (d)
- (e)

(05 marks)

(ii) The vote particulars mentioned in a payment voucher is as follows.

231 - 01 - 94 - 2601

What units of budgetary classifications are denoted by these numbers?

- (a) 231 :
- (b) 01 :
- (c) 94 :
- (d) 2601 :

(05 marks)

(iii) State **five** information shown in a Bank Reconciliation statement.

- (a)
- (b)
- (c)
- (d)
- (e)

(10 marks)

Department of Examinations Sri Lanka

4. (i) In what situations can it be considered that a vacancy exists in a post?

.....
.....
.....
.....
.....
.....

(05 marks)

(ii) Name five services that come under all island services.

(a)
(b)
(c)
(d)
(e)

(05 marks)

(iii) Write five things that should be considered when appointing an officer to act in a post in the public service.

(a)
(b)
(c)
(d)
(e)

(05 marks)

(iv) Mention five senior offences that can be committed by public officers.

(a)
(b)
(c)
(d)
(e)

(05 marks)

Department of Examinations, Sri Lanka

5. (i) Briefly describe 'festival advance'.

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.....
.....
.....
.....

(05 marks)

(ii) Briefly describe.

(a) allowances

.....
.....
.....

(b) incentives

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.....
.....

(05 marks)

(iii) (a) Explain 'transfers on the exigencies of service'.

.....
.....
.....
.....

(b) Explain how such a transfer is done.

.....
.....
.....

(05 marks)

(iv) Name **five** officers **not** entitled to political rights.

(a)

(b)

(c)

(d)

(e)

(05 marks)

Department of Examinations Sri Lanka

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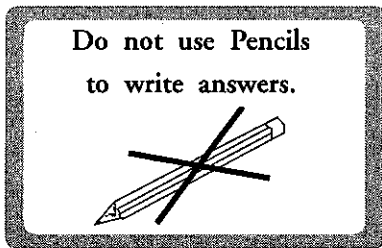
First Efficiency Bar Examination for Inspectors of
Customs Grade II (New Syllabus) – 2017(II) (2018)

(04) Computer Skills

Two hours

Instructions to Candidates

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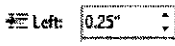

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

● For questions from No. 01 to 50, select the correct or the most appropriate answer and write the number of the relevant choice on the dotted line given against the question.

1. Which of the following is related to the term "Windows"?
(1) microprocessor (2) hard disk
(3) operating system (4) mouse (.....)
2. Which of the following key combinations can be used to close an MS Word document?
(1) Ctrl + Y (2) Ctrl + W (3) Ctrl + A (4) Ctrl + T (.....)
3. To which category do notebook computers fall in due to its portability?
(1) server computers (2) mobile computers
(3) super computers (4) desktop computers (.....)
4. How many bits are contained in one byte?
(1) 8 (2) 9 (3) 10 (4) 16 (.....)
5. Which of the following requires the largest storage space in the computer?
(1) a 5 kilobyte .doc file (2) a 5 Megabyte .png file
(3) a 5 Gigabyte .ppt file (4) a 5 Terabyte .wmv file (.....)
6. Which of the following acts as the intermediary between the hardware and user of a computer system?
(1) MS Office (2) operating system
(3) Internet (4) input devices (.....)
7. You cannot save an MS PowerPoint presentation as a
(1) pdf file. (2) Windows Media Video.
(3) PowerPoint show. (4) web page. (.....)
8. Commonly used unit for measuring the speed of data transmission is
(1) Mega Hertz. (2) Nano seconds.
(3) Characters per second. (4) Bits per second. (.....)
9. Which of the following keys enable to input numbers quickly?
(1) modifier keys (2) cursor movement keys
(3) function keys (4) alpha numeric keys (.....)
10. If you want to delete a file permanently without moving it to the Recycle Bin, which key combination can be used after selecting the desired file?
(1) Ctrl + C (2) Alt + delete (3) Ctrl + shift (4) Shift + delete (.....)
11. What is the use of  icon in MS Word?
(1) add or remove borders from your selection
(2) shade the background of the selected text
(3) apply a border around a set of characters or sentence
(4) remove all formatting of the selected text (.....)
12. Which icon can be used to insert an equation to an MS Word document?
(1)  (2) π (3) Ω (4)  (.....)
13. Suppose you want to replace a text that appears in several places of an MS Word document. Which of the following commands can be used to do it easily?
(1) Select All (2) Thesaurus
(3) Find and Replace (4) Macros (.....)



14. A document is required to be less than 500 words. Which of the following MS Word features is the most helpful to check it?
 (1) Auto Text (2) Compare document
 (3) Word count (4) Zoom (.....)
15. If you need to revise a soft copy of a document, which of the following tools can be used in MS Word?
 (1)  (2)  (3)  (4)  (.....)
16. What is the meaning of the  icon in MS Word?
 (1) Thesaurus (2) Spelling and Grammar
 (3) Translate (4) Language (.....)
17. Which of the following icons **cannot** be seen in the MS Word page layout menu?
 (1)  (2)  (3)  (4)  (.....)
18. If you want to add different page numbers or number formats into different pages of the same document, which tool in MS Word would you use?
 (1) page break (2) section break (3) text wrapping (4) hyphenation (.....)
19. Suppose you want to insert a header, footer and page numbers in to an MS Word document. From which menu can you do these tasks?
 (1) Insert menu (2) View menu
 (3) Design menu (4) Page layout menu (.....)
20. Word processing packages typically allow creation of personalized letters for mass mailing from a form letter. Which feature in MS Word allows this?
 (1) macros (2) template
 (3) mail merge (4) page layout (.....)
21. Suppose you enter =C3<D3 in the cell E3 in the following MS Excel work sheet. What is the output of the cell E3?

	A	B	C	D	E	F
1						
2						
3			15	8		
4						
5						

- (1) 8 (2) 15
 (3) FALSE (4) TRUE (.....)
22. Which of the following tools can be used to draw borders around cells in an MS Excel worksheet?
 (1)  (2)  (3)  (4)  (.....)
23. What is the name of the icon represented by  in MS Excel?
 (1) angle clockwise (2) vertical text
 (3) rotate text up (4) angle counterclockwise (.....)

24. What is the purpose of *Wrap Text* in MS Excel?
 (1) dividing a cell into several cells
 (2) rotating the text in a cell vertically
 (3) wrapping extra-long text into multiple lines in a cell
 (4) moving the content of a cell to cell boarder (.....)

25. Which of the following formulas in MS Excel will result in #DIV/0! as the answer?
 (1) 100/0 (2) 0/100 (3) =100/0 (4) =0/100 (.....)

26. What will display in cell E2 if you enter the formula =B2(C2/D2) to it?


	A	B	C	D	E	F
1						
2		5	4	2		
3						

- (1) 10 (2) #DIV/0! (3) #REF! (4) 20 (.....)

27. Suppose you need to find the sellers of desktop computers from the following table. Which feature in MS Excel can be used for that purpose?
 (1) sort A to Z (2) filter (3) find (4) replace (.....)

	A	B	C
1	Seller	Type	
2	ABC	Desktop Computers	
3	XYZ	Desktop Computers	
4	ABC	Laptop Computers	
5	XYZ	Laptop Computers	
6	PQR	Desktop Computers	
7			

28. What is the file type you **cannot** save an MS Excel worksheet?
 (1) a pdf file (2) a web page
 (3) an Excel workbook (4) a Word document (.....)

29. What is the purpose of the  icon in MS Excel?
 (1) insert equation (2) insert function (3) insert text format (4) insert chart (.....)

30. Which of the following is a correctly written MS Excel formula?
 (1) =if((D5<=E3), 'Pass', 'Fail') (2) =if(D5<=D3, Pass, Fail)
 (3) =if(D5<=D3, "Pass", "Fail") (4) =if(D5>=D3, [Pass], [Fail]) (.....)

31. Which of the following slide layouts is suitable for the title slide in an MS PowerPoint presentation?



(1)



(2)



(3)














(4)

(.....)

32. What is the shortcut key combination to add a slide to MS PowerPoint presentation?
 (1) Ctrl + N (2) Ctrl + M (3) Shift + N (4) Shift + M (.....)

33. What is the default orientation of a slide in MS PowerPoint?
 (1) portrait (2) landscape (3) merge (4) hyperlink (.....)



34. Which of the following keys can be used to stop a MS PowerPoint slide show?
 (1) Enter key (2) Esc key (3) Shift key (4) Ctrl key (.....)
35. What is the task accomplished by the tool denoted by  in MS PowerPoint?
 (1) presenting the slide show online
 (2) starting the slide show from the first slide
 (3) starting the slide show from the current slide
 (4) showing only the slides you choose (.....)
36. What are  Spiral Left
 Spring in MS PowerPoint?
 (1) shapes (2) WordArt (3) motion paths (4) SmartArt (.....)
37. You **cannot** start a PowerPoint show by,
 (1) pressing the F5 key. (2) clicking  icon
 (3) clicking slide show →  (4) clicking view →  (.....)
38. What is meant by the  icon in MS PowerPoint?
 (1) a shape (2) an entrance animation effect
 (3) an exit animation effect (4) an entrance transition effect (.....)
39. Special effects that are used to introduce slides in a presentation are called,
 (1) *effects*. (2) *custom animations*.
 (3) *transitions*. (4) *preset animations*. (.....)
40. DBMS stands for,
 (1) Data Base Meaning System. (2) Data Based Management System.
 (3) Data Bundle Measure System. (4) Data Base Management System. (.....)
41. Which of the following is **not** an MS Access database object type?
 (1) tables (2) reports (3) arrays (4) forms (.....)
42. A row in an MS Access database table is also known as
 (1) a *record*. (2) a *table*. (3) a *form*. (4) an *array*. (.....)
43. Which icon can you use to arrange records in an alphabetically ascending order in MS Access?
 (1)  (2)  (3)  (4)  (.....)
44. What type of data file can be imported into an MS Access database?
 (1) Word (2) PowerPoint (3) Excel (4) HTML (.....)
45. Which of the following is **not** an example for risk of the internet?
 (1) viruses (2) hackers (3) spam (4) online identity theft (.....)
46. Which of the following is a correct format of an email address?
 (1) baba_cc@customs.gov.lk (2) baba_cc.www.customs.gov.lk@
 (3) babacc@customs@gov.lk (4) @babacc_customs.gov.lk (.....)

47. What is E commerce?
(1) making a voice call over Skype
(2) buying products at a super market
(3) buying or selling products through email communications
(4) conducting commercial transactions electronically (.....)

48. Bluetooth technology is
(1) a near field data communication technology.
(2) used for voice communication between countries.
(3) a medium for electronic commerce.
(4) connected to the Ethernet port. (.....)

49. Which Google service can be used to get real time traffic information?
(1) Google Maps (2) Google Translate (3) Google Drive (4) Google Scholar (.....)

50. Sending the same email to a large number of recipients in a mailing list is called,
(1) spamming. (2) mail merging. (3) mail cascading. (4) filtering. (.....)

● For each question from No. 51 to 75, write the correct answer on the dotted lines provided.

51. Write two factors you should consider when you buy a new computer.
(i)
(ii)

52. Write two types of computers you can use for your personal use.
(i)
(ii)

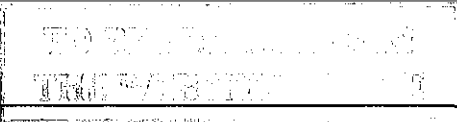
53. Write two types of tasks you are doing using a computer as a custom officer.
(i)
(ii)


54. Write two facts you should consider when purchasing an Internet connection for your personal work.
(i)
(ii)

55. A student wants to input one paragraph from a page of a printed text book to a Word document. Which device can be used to do that operation easily?
.....
.....

56. Which keys are called as 'modifier keys' in the keyboard and why are they called so?
.....
.....

57. What is the meaning of the term 'dragging' and how do you do that operation?
.....
.....



- 58. Mention **two** ways of using your computer with reduced eyestrain.
 - (i)
 - (ii)
- 59. How can you set up a page in MS Word to A3 size?
.....
.....
- 60. Which option in MS Word menu allows you to create a *table of contents* for a report?
.....
.....
- 61. Mention **two** things you can do using 'Review' tab in MS Word?
 - (i)
 - (ii)
- 62. What is the purpose of the  icon in MS PowerPoint?
.....
.....
- 63. Write down the steps needed to insert a video file saved in your computer, to a PowerPoint presentation slide?
.....
.....
.....
- 64. Suppose you need to insert a logo of Sri Lanka Customs to a presentation slide while you are creating the presentation. Mention the steps to do it.
.....
.....
.....
- 65. How do you create an '*organization chart*' in a presentation slide?
.....
.....
.....



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Answer the questions No. 66 – 70 using the following Excel sheet which is used to calculate a bill in a supermarket.

1	Discount		0.1	
2				
3	Item Code	Unit Price	Quantity	Amount
4	1223	400	1.5	
5	1233	950	2	
6	1988	120	3	
7	2400	190	1	
8			Total	
9			Discount	
10			Net Total	
11				
12				

- 66. Write down the formula for cell D4 to calculate the amount of item code 1223.
.....
- 67. How can you calculate the amount of other items using the formula you mentioned in question No.66?
.....
.....
- 68. Write down the formula for cell D8 to calculate the total amount for all items.
.....
.....
- 69. Suppose that if the number of items purchased is greater than 5, a 10% discount is given. Using the value in cell B1, write down the formula for cell D9 to calculate the discount amount.
.....
.....
- 70. Write down the formula for cell D10 to calculate the net total of the bill.
.....
.....
- 71. Write down **three** data types in MS Access that could be used when creating a table.
 - (i)
 - (ii)
 - (iii)
- 72. Write down **two** examples for social media.
 - (i)
 - (ii)
- 73. Write an advantage and a disadvantage of using social media.
 - an advantage -
 - a disadvantage -
- 74. Briefly describe, how you can search for information regarding 'Sri Lanka Custom's export duty cost' using a search engine.
.....
.....
- 75. Mention an advantage of creating a WhatsApp group for a group of employees.
.....
.....



සියලු ම හිමිකම් ඇවිරිණි
முழுப் பதிப்புரிமையுடையது
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ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව / இலங்கைப் பரீட்சைத் திணைக்களம் / Department of Examinations, Sri Lanka

First Efficiency Bar Examination for Inspectors of Customs Grade II
(New syllabus) - 2017 (II) (2018)

(03) English Language

Two hours

Instructions to candidates

Very Important

Do not use pencils
to write answers.



Write your Index Number here and
on page No. 3.

.....

Checked as correct

.....

Invigilator's Initials

Important :

- * This paper consists of 53 questions on 08 pages.
- * Answer all the questions on this paper itself.
- * Commence answering only after the Centre Supervisor's announcement.
- * Instructions given should be strictly followed in answering this paper and marks will not be awarded for answers not in accordance with these instructions.
- * Even if you have not attempted the paper hand it over to the Supervisor.
- * Write the answers clearly and legibly in blue or black ink only and not in pencil.
- * It is an offence to remove this paper from the examination hall or turn out photocopies of the same.
- * Answer scripts with illegible figures, illegible handwriting, those where erasing fluid has been used and written in pencil will not be marked / evaluated.

For Examiner's use only

Question No.	Marks Awarded
1 - 5	
6 - 15	
16 - 20	
21 - 25	
26 - 35	
36 - 45	
46 - 50	
51	
52	
53	
Total	

Final Score

In figures	
In words	
Marking Examiner	
Checked by	

- For questions No: 1 to 5, underline the most appropriate pronoun from the pronouns given under each question.

1. In case of emergency, are expected to leave through the fire exit.
(1) you (2) yourself (3) I (4) them
2. The Director General reiterated the importance of duty at the inaugural speech.
(1) itself (2) him (3) herself (4) yourselves
3. An officer in the lobby heard a man speaking to
(1) themselves (2) herself (3) himself (4) myself
4. siblings are living all around the globe.
(1) Them (2) They (3) Her (4) Hers
5. The files over there are
(1) our (2) ours (3) their (4) we

(01×5 = 05 marks)

- For questions from No. 6 to 15, fill in each blank with the most appropriate preposition, selecting from those given in brackets.

The public service is a public trust. Therefore, the Customs employees have a responsibility (6) (through, on, to) their Government and its citizens. The public is entitled to have complete confidence, trust and respect (7) (on, for, in) the integrity of its Customs administrations and to expect all Customs employees to be honest, impartial and professional (8) (by, to, in) the manner in which they employ their skills, knowledge, experience and official duties. To maintain public confidence, it is important that Customs employees maintain the highest standards (9) (through, of, by) integrity in their dealings (10) (for, over, with) the members of the public, the business community and other government officials, and maintain the same standards (11) (in, on, through) their personal lives. A key element (12) (of, on, under) a sound integrity programme is the development, issuance and acceptance of a comprehensive Code of Ethics and Conduct which sets out, (13) (over, of, in) very practical and clear terms, the standards of behavior expected of all Customs employees. This point was recognized (14) (with, by, from) the World Customs Organization (WCO) (15) (in, over, behind) the WCO Revised Arusha Declaration on integrity in Customs which includes a specific recommendation on the issue of Codes of Conduct.

(01×10 = 10 marks)

[see page three

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- For the questions from No. 16 to 20, underline the most appropriate word to complete each sentence.
16. Whether in our front-line occupations or in an administrative-professional-technical role, women are to Customs Department's mission.
(1) vital (2) impotent (3) validate (4) vitalize
17. It is that the son of the peace worker is helping terrorism.
(1) sustainable (2) ironical (3) imbecile (4) obsessed
18. Low levels of education the problem of poverty.
(1) exceed (2) exacerbate (3) militarize (4) weaken
19. An inquiry into the disciplinary issue the Deputy Director.
(1) emit (2) eluded (3) exonerated (4) evolved
20. She is a woman of character.
(1) impeccable (2) iambic (3) imputable (4) incendiary

(01×5 = 05 marks)

- For the questions from No. 21 to 25, fill in each blank selecting the most appropriate conjunction given in brackets.
21. we receive the selection from Customs, we will inform the consignee.
(but, as soon as, although)
22. the workers had been trained in the work, this was the first time they had ever actually been called upon to do it. (although, but, when)
23. The officer worked tirelessly help arrived after 48 hours. (as if, as soon as, until).
24. You cannot release the passenger he has a valid passport. (when, unless, if)
25. there is an emergency, you are kindly requested to use the emergency exits.
(but, until, when)

(01×05 = 05 marks)

- For the questions from No. 26 to 35, fill in each blank in the following text, using the most appropriate form of the verb given in brackets.

Among their other contribution to management methods, the Japanese have given us *catchball*. Catchball (26) (be) a cross-functional method for accomplishing two things: idea enrichment/improvement, and buy-in among participants.

Here's how it (27) (work). An initial idea is "tossed" to the organization for consideration. The idea may be a new strategic goal, a new product, or a way to improve some work process. Whoever "catches" the idea (28) (assume) responsibility for understanding it, reflecting on it, and improving it in some way. That person then (29) (toss) the improved idea back to the group, where it is again caught and improved. And it (30) (go) in a cycle of gradual improvement. As people (31) (participate), they (32) (develop) a sense of shared ownership and commitment to the idea that takes form.

Catchball may have "Made in Japan" written all over it, but its underlying principle (33) (go) back to the Socratic method of dialogue described to us by Plato. The next time your organization (34) (need) to develop a raw idea and get people committed to it, (35) (try) catchball.

(01x10 = 10 marks)

- For the questions from No. 36 to 45, read the following text and answer the questions given below.

Twitter's 330 million users are being urged to change their passwords after some were exposed in plain text on its internal network. An error in the way the passwords were handled meant some were stored in easily readable form, said Twitter. The passwords should have been put through a procedure called "hashing" making them very difficult to read.

Security experts said the way Twitter handled the potential breach was "encouraging".

The bug caused the passwords to be stored on an internal computer log before the hashing process was completed.

In a blog, the social network said once the mistake was uncovered it carried out an internal investigation which found no indication that passwords were stolen or misused by insiders. However, it still urged all users to consider changing their passwords "out of an abundance of caution".

Twitter did not say how many passwords were affected but it is understood the number was "substantial" and that they were exposed for "several months". Twitter discovered the bug a few weeks ago and has reported it to some regulators, an insider told Reuters. Chief executive Jack Dorsey tweeted to say the "bug" had been fixed.

Independent security expert Graham Cluley said: "It's quite encouraging that Twitter both found the problem internally, and informed its users quickly and transparently. "Something similar just happened to Github and I wonder if Twitter's discovery was caused by them asking: 'Hey, see that Github problem? Do you think something like that could happen to us?' "

Security expert Per Thorsheim, who regularly advises firms about the best password practices, said Twitter should be "applauded for its transparency". "The problem they discovered is known since the dawn of logins with passwords," he told the BBC. "The chance of passwords (or failed passwords) getting logged, in plain text logs available for staff or in worst case, complete strangers, is well known."

Troy Hunt, who runs the Have I Been Pwned website, which logs breaches, said the error was not something that would worry him because there was no indication that the login passwords were seen outside the company. Mr. Hunt added: "We've certainly seen many precedents of simply flaws resulting in data breaches. "The Red Cross Blood Service in Australia used an outsourcing provider who inadvertently published their entire database to a public web server resulting in Australia's largest ever data breach," he said. All three experts urged users to act on Twitter's advice and change their password. Mr. Cluley said enabling two-factor authentication that adds another ID check to login attempts would help "harden" accounts. (Courtesy BBC)

36. Why are Twitter users urged to change their passwords?

.....

37. Why has this error been made?

.....

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38. What does 'hashing' do?

.....
.....

39. Explain the comment by the security experts on the way Twitter handled the potential 'breach' in your own words.

.....
.....

40. What did the bug do?

.....
.....

41. What did the internal investigation reveal to Twitter?

.....
.....

42. Approximately how many passwords have been affected?

.....
.....

43. What is speculated to have prompted Twitter's discovery?

.....
.....

44. Why isn't Troy Hunt worried about the Twitter issue?

.....
.....

45. What happened in the Red Cross Blood Service data breach?

.....
.....

(1.5x10 = 15 marks)

● For questions from No. 46 to 50, write one word for each blank selecting from the passage, which means the same as the given words/phrases.

46. Having or showing capacity to develop in future

.....

47. A very large quantity of something

.....

48. The act of breaking the law

.....

49. An earlier action or an event that is regarded as an example

.....

50. Whole or complete

.....

(01x5 = 05 marks)

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