

GOVERNMENT OF INDIA
Ministry of Communications and Information Technology
DEPARTMENT OF ELECTRONICS & INFORMATION TECHNOLOGY (DeitY)

Limited Departmental Competitive Examination – 2013
for the post of Private Secretary

Paper – I
Noting, Drafting and Précis Writing

Date: 16th Dec, 2013

Time Allowed: 3 Hours

Max. Marks: 100

INSTRUCTIONS

- The question number 1 is compulsory and any four of the remaining questions.
 - Your name, roll number or address must not be disclosed while writing the answers.
 - Number of Marks allocated to the questions is indicated at the end of each question.
 - Answers must be written in English only.
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Q.1 Make a Précis of the following passage in about one-third (1/3rd) of its length and suggest a suitable title:

(40 Marks)

Due to slowdown in the auto sector, most manufacturers are looking to boost numbers through vehicle service and, in turn, earn customer loyalty with right after sales experience. Expanding service networks would have been the ideal strategy to stay on top of the game. This is difficult since servicing is largely an outsourced function. The bigger servicing network one has, harder it is to maintain standards.

2. To get around the problem, Maruti Suzuki has divided its servicing network into five zones, with a few regions coming under each zone. For instance, Hyderabad and Cochin come under the south zone. Again, each region is further divided into areas. This makes communication between various centres easier - something that is crucial if the company were to avoid stock out of parts.

3. Next comes the daunting task of making dealer workshops time efficient. The company's long-term objective is to deliver better numbers from the existing facilities without compromising on the service quality. It is also a fact during the last three years Maruti dealers have incorporated various changes to drive efficiencies at workshops.

4. Over the years, Maruti has been sharing technological know-how with dealer workshops to offer cues on servicing faster. The company-owned Maruti Service Masters outfits in Delhi (four of them are currently operational) work as an innovation lab to pilot new technology for workshops. New technology and ideas are then introduced to Maruti's dealer network. Over the last year or so Maruti has introduced a series of small steps that have gone a long way in cutting the overall cycle time. If we were to break down the job into a series of steps this is how it works now.

5. Earlier, when a customer brought her car to the service station, customer had to first fill up a job card in the reception area. At this stage, a service advisor came into the picture that interacted with the customer and examined the car to understand the requirements. After this step, the service advisor dug out the vehicle history from a central server and added the new information. All this while, the vehicle owner was a mute observer who was required to hang around just in case there was some missing information to fill in. Now look at how the company has turned the whole thing around.

6. Maruti asked dealers to give tablets to their advisors to ease the process of opening a job card. Now the service advisor can access the service history of the vehicle by punching its registration number in the tablet. All this while he is inspecting the vehicle and advising the customer. The result is that while earlier it used to take a minimum of 15 minutes to get through this stage, it now takes all of three minutes. At this stage the service advisor clicks pictures of the car so that there are records of the car at the handover stage. Roughly 275 Maruti workshops have switched to tablet job cards already.

7. The car then enters the service bay. This stage is the most crucial from the servicing viewpoint and the time saved here can contribute significantly towards wrapping up the whole process faster. A regular service bay earlier had one technician who took around two hours to service one car. The activities conducted here include oiling the engine, and gear and break cleaning. The main problem in the bay area was that the job description was not clearly defined for the technician. The technician ended up wasting valuable time doing petty jobs like fetching different types of oils etc. This mad rush mostly resulted in oil spillage.

8. The new express service bays ensure better utilisation of time. Each bay has separate tool trolleys and the new oil management system allows technicians to choose the right pipe and fill the engine instantly. These pipes are connected to a variety of engine oil drums.

Errand boys can be employed to supply spare part kits. Another advantage of the new service bay is that two people can work on the same car simultaneously.

(Approx 1/3 words 230)

Q.2. Draft a Demi-Official letter from Secretary, DeitY to the Secretary, Ministry of Home Affairs regarding deployment of CISF Security Guards in all National Data Centers i.e. at New Delhi, Pune, Hyderabad and Bhubaneswar, indicating importance and upgradation of physical security needs at National Data Centers due to internal and external physical/cyber threats.

(15 marks)

Q.3. Prepare a draft “Notice Inviting Tender” for advertisement through DAVP in the leading national newspapers regarding procurement of Computer Systems and its peripherals approx. 100 Crores value through e-procurement indicating various self-contained details in tabulated forms such as: Pre-bid Meeting date; Date of tender opening; On-line availability of Terms & conditions of tender documents at web site; tender document fee; EMD amount etc.

(15 marks)

Q.4. Write a letter (appropriate communication) on behalf of Secretary, DeitY to all the Group Heads of all Attached Offices; Statutory Organisations; Societies/Autonomous bodies under DeitY for reducing at least 20% consumption of petrol on the all the staff cars under them in view of the need to conserve petrol.

(15 marks)

Q.5. Write a letter (appropriate communication) on behalf of the Secretary, DeitY to all the Group Heads of Attached Offices; Statutory Organisations; Societies/Autonomous bodies under DeitY, requesting them to take steps to:

- i) Improve cleanliness and Lay-out of offices,**
- ii) To take prompt action for redressal of public complaints.**
- iii) To pay adequate attention to the welfare of Staff.**

(15 marks)

Q.6. An Assistant who was unauthorized absent for 84 days was charge sheeted under Rule 14 of CCS (CC&A) Rules. Put up a note to the competent authority explaining the details of the case and seeking approval of appointment of IO and PO.

(15 Marks)

Q.7. Draft a Demi-Official letter from your JS to the JS in the Dept of Personnel explaining longstanding vacancies in the grades of Section Officers and Assistants. The DO should seek the intervention of the JS for filling the vacancies on Priority. Bring out how the deficiency of the staff is affecting the output of the Ministry as a whole.

(15 Marks)