

# HA SN MODEL SET EXAM 60 DAYS CHALLENGE

## PUBLIC MANAGEMENT (OFFICE PROCEDURE AND CIVIL SERVICES)

Staff Nurse & Health Assistant Preparation

December 19, 2025

### Introduction

This set contains 50 high-yield questions covering Office Management, Nepal Health Service Act, Civil Service Rules, and Public Administration principles. Each question includes a detailed explanation to ensure conceptual clarity for the Loksewa Aayog (PSC) examination.

---

**Q1.** Which of the following is the primary purpose of 'Darta' (Registration) in an office?

- A) To keep records of outgoing letters
- B) To keep records of incoming letters
- C) To file internal memos
- D) To archive old documents

**Correct Answer:** B

**Explanation:** Darta (Registration) is the process of recording incoming letters or documents into the office to ensure they are tracked and processed.

**Q2.** According to the Nepal Health Service Act, how many types of 'Saruwa' (Transfer) are there?

- A) Regular and Special
- B) Internal and External
- C) Geographical and Administrative
- D) None of the above

**Correct Answer:** A

**Explanation:** The act generally categorizes transfers into regular periodic transfers and special circumstances.

**Q3.** Who is responsible for starting a 'Tippani' (Minute) in a government office?

- A) Office Head
- B) Gazetted Third Class Officer
- C) Concerned Assistant Level Staff
- D) Secretary

**Correct Answer: C**

**Explanation:** A Tippani usually originates from the assistant level staff who is dealing with the specific file or subject matter.

- Q4.** Which filing system is most suitable for a health post where records are managed by patient names?
- A) Numerical Filing
  - B) Chronological Filing
  - C) Alphabetical Filing
  - D) Geographical Filing

**Correct Answer: C**

**Explanation:** Alphabetical filing is the most intuitive and widely used system for managing records by name.

- Q5.** How many days of 'Mourning Leave' (Kiriya Bida) is a civil servant entitled to?
- A) 10 days
  - B) 12 days
  - C) 15 days
  - D) 13 days

**Correct Answer: C**

**Explanation:** Under the Civil Service/Health Service rules, 15 days of Mourning Leave are granted for performing funeral rites.

- Q6.** The 'Chalani' (Dispatch) number is mandatory for:
- A) Internal Memos
  - B) Outgoing Letters
  - C) Personal Notes
  - D) Meeting Minutes

**Correct Answer: B**

**Explanation:** Chalani is the record of all outgoing communications from an office.

- Q7.** What is the maximum duration of 'Extraordinary Leave' (Asadharan Bida) in an entire service period?
- A) 1 year
  - B) 3 years
  - C) 5 years
  - D) 2 years

**Correct Answer: B**

**Explanation:** Extraordinary leave can be granted for a maximum of 3 years during the total service period.

**Q8.** In the context of office management, 'O&M' stands for:

- A) Office and Management
- B) Organization and Methods
- C) Operations and Maintenance
- D) Ordering and Monitoring

**Correct Answer: B**

**Explanation:** Organization and Methods (O&M) is a management service that examines the structure and procedures of an organization to improve efficiency.

**Q9.** Which level of government in Nepal is primarily responsible for Basic Health Services?

- A) Federal
- B) Provincial
- C) Local
- D) Development Committee

**Correct Answer: C**

**Explanation:** As per the Constitution of Nepal, local levels are primarily responsible for basic health and sanitation.

**Q10.** The 'Citizen Charter' (Nagarik Wadapatra) should ideally be placed:

- A) In the Office Head's room
- B) At the entrance/visible place of the office
- C) In the store room
- D) On the website only

**Correct Answer: B**

**Explanation:** A Citizen Charter must be displayed at a prominent, visible location to inform citizens about services, time, and costs.

**Q11.** Which of the following is NOT a 'Minor Punishment' under the Health Service Act?

- A) Censure (Nasiyat)
- B) Withholding of promotion for up to 2 years
- C) Withholding of salary increment for up to 2 years
- D) Removal from service

**Correct Answer: D**

**Explanation:** Removal from service is a 'Major Punishment'. The others are minor.

**Q12.** What is the age of retirement for Health Service employees in Nepal?

- A) 58 years
- B) 60 years
- C) 62 years
- D) 65 years

**Correct Answer: B**

**Explanation:** Currently, the retirement age for the Nepal Health Service is 60 years.

**Q13.** The process of arranging files in a sequence of dates is known as:

- A) Alphabetical
- B) Chronological
- C) Subjective
- D) Numerical

**Correct Answer: B**

**Explanation:** Chronological arrangement follows the order of time/date.

**Q14.** Who is the 'Chief Secretary' (Mukhya Sachib) currently? (Administrative context)

- A) A political appointee
- B) The highest ranking civil servant
- C) A minister
- D) The head of Loksewa

**Correct Answer: B**

**Explanation:** The Chief Secretary is the highest-ranking civil servant in the Government of Nepal.

**Q15.** Public Management involves which of the following 'POSDCORB' functions? Who coined this term?

- A) Luther Gulick
- B) Max Weber
- C) Woodrow Wilson
- D) F.W. Taylor

**Correct Answer: A**

**Explanation:** Luther Gulick coined the acronym POSDCORB (Planning, Organizing, Staffing, Directing, Coordinating, Reporting, Budgeting).

**Q16.** Sick Leave (Birami Bida) is accumulated at a rate of:

- A) 12 days per year
- B) 15 days per year
- C) 6 days per year
- D) 20 days per year

**Correct Answer: A**

**Explanation:** Civil/Health servants earn 12 days of sick leave per year.

**Q17.** Which document serves as the 'Final Order' after a Tippani is approved?

- A) Minute book
- B) Office Order (Karyalaya Adesh)
- C) Circular
- D) Notification

**Correct Answer: B**

**Explanation:** Once a Tippani is approved, an Office Order is issued to execute the decision.

**Q18.** The 'Civil Service Day' in Nepal is celebrated on:

- A) Bhadra 22
- B) Aswin 22
- C) Sharwan 22
- D) Kartik 22

**Correct Answer: A**

**Explanation:** Bhadra 22 is celebrated as Civil Service Day in Nepal.

**Q19.** How many members are there in the Public Service Commission (Loksewa Aayog) of Nepal?

- A) 5
- B) 7
- C) 9
- D) 3

**Correct Answer: B**

**Explanation:** The PSC consists of a Chairperson and 6 other members (Total 7).

**Q20.** Which type of leave is NOT a matter of right but a facility?

- A) All leaves
- B) Casual Leave
- C) Home Leave
- D) Study Leave

**Correct Answer: A**

**Explanation:** All leaves in government service are considered facilities, not inherent rights, and must be approved by the competent authority.

**Q21.** The 'File Indexing' is done to:

- A) Make files look beautiful
- B) Easily locate documents
- C) Increase the weight of the file
- D) Complicate the process

**Correct Answer: B**

**Explanation:** Indexing is essential for the quick retrieval and location of stored documents.

**Q22.** In 'Decision Making', what is the first step?

- A) Selecting an alternative
- B) Analyzing data
- C) Identifying the problem
- D) Implementation

**Correct Answer: C**

**Explanation:** Identifying the problem is the fundamental first step in any decision-making model.

**Q23.** A Staff Nurse (5th Level) falls under which category of service?

- A) Gazetted
- B) Non-Gazetted First Class
- C) Non-Gazetted Second Class
- D) Classless

**Correct Answer: B**

**Explanation:** 5th level health employees (like SN/HA) are categorized as Non-Gazetted First Class (Nayab Subba equivalent).

**Q24.** What is the primary objective of 'Performance Appraisal'?

- A) To fire employees
- B) To increase workload
- C) To evaluate and improve employee performance
- D) To create competition

**Correct Answer: C**

**Explanation:** Performance appraisal is meant to assess effectiveness and identify areas for growth/promotion.

**Q25.** The 'Health Service Regulation' was first formulated in which year (BS)?

- A) 2050
- B) 2053
- C) 2055
- D) 2060

**Correct Answer: C**

**Explanation:** The Nepal Health Service Regulation (Swasthya Sewa Niyambali) was issued in 2055 BS.

**Q26.** Which of the following is an example of 'Horizontal Communication'?

- A) Between Head and Assistant
- B) Between Assistant and Head
- C) Between two Staff Nurses of the same level
- D) Between Ministry and Department

**Correct Answer: C**

**Explanation:** Horizontal communication occurs between employees at the same hierarchical level.

**Q27.** Maternity Leave (Prasuti Bida) for female employees is:

- A) 60 days
- B) 90 days
- C) 98 days
- D) 120 days

**Correct Answer: C**

**Explanation:** As per recent amendments, maternity leave is 98 days.

**Q28.** Paternity Leave (Prasuti Syahar Bida) for male employees is:

- A) 10 days
- B) 15 days
- C) 7 days
- D) 12 days

**Correct Answer: B**

**Explanation:** Male employees are entitled to 15 days of paternity leave.

**Q29.** Which committee is responsible for the 'Promotion' of 5th level health staff?

- A) Ministry of Health
- B) Public Service Commission
- C) Promotion Committee defined in the Act
- D) Office Head

**Correct Answer: C**

**Explanation:** Promotion is handled by a specific Promotion Committee, often involving a PSC representative.

**Q30.** Total number of 'Casual Leave' (Parba/Parwaiti Bida) in a year is:

- A) 6 days
- B) 12 days
- C) 15 days
- D) 10 days

**Correct Answer: B**

**Explanation:** Employees get 6 days Casual Leave and 6 days Festival Leave (Total 12).

**Q31.** What is the probation period (Parikshyakal) for a female employee in health service?

- A) 1 year
- B) 6 months
- C) 2 years
- D) None

**Correct Answer: B**

**Explanation:** Probation for females is 6 months; for males, it is 1 year.

**Q32.** What is the term of office for the Chairperson of the Public Service Commission?

- A) 5 years
- B) 6 years
- C) 4 years
- D) Life time

**Correct Answer: B**

**Explanation:** The term of office is 6 years from the date of appointment.

**Q33.** Which of the following is 'Vertical Communication'?

- A) Top to bottom
- B) Bottom to top
- C) Both a and b
- D) Side to side

**Correct Answer: C**

**Explanation:** Vertical communication moves up and down the hierarchy.

**Q34.** The 'Work Audit' (Karya Sampadan Parikshan) is conducted by:

- A) Ministry of Finance
- B) National Vigilance Center
- C) Public Service Commission
- D) Auditor General

**Correct Answer: B**

**Explanation:** The National Vigilance Center (Rastriya Satarkata Kendra) often conducts work audits to ensure compliance.

**Q35.** Administrative accountability means:

- A) Avoiding work
- B) Answerability for actions and decisions
- C) Earning extra money
- D) Ignoring rules

**Correct Answer: B**

**Explanation:** Accountability is the obligation of an individual or organization to account for its activities.

**Q36.** Which of the following belongs to the 'Core Public Management'?

- A) Efficiency

- B) Economy
- C) Effectiveness
- D) All of the above

**Correct Answer: D**

**Explanation:** The 3 Es (Efficiency, Economy, Effectiveness) are core pillars of public management.

**Q37.** If an employee remains absent without approval for more than 90 days, they may face:

- A) Minor punishment
- B) Suspension
- C) Removal from service
- D) Transfer

**Correct Answer: C**

**Explanation:** Continuous unauthorized absence for more than 90 days is grounds for removal from service.

**Q38.** A 'Demi-official' (Ardha-Sarkari) letter is written when:

- A) Writing to a friend
- B) Seeking personal attention of an officer for official work
- C) Ordering supplies
- D) Announcing holidays

**Correct Answer: B**

**Explanation:** DO letters are used for official business but in a personal tone to get direct attention from the recipient.

**Q39.** The 'National Health Policy' currently in practice in Nepal was issued in:

- A) 2071 BS
- B) 2076 BS
- C) 2073 BS
- D) 2079 BS

**Correct Answer: B**

**Explanation:** The latest comprehensive National Health Policy was issued in 2076 BS.

**Q40.** A 'Circular' (Paripatra) is usually:

- A) One-to-one communication
- B) One-to-many communication
- C) Top to bottom

D) Both b and c

**Correct Answer: D**

**Explanation:** A circular is a top-down instruction sent to many subordinates or offices.

**Q41.** In an office, 'Stock Register' is used to record:

- A) Employee names
- B) Office equipment and materials
- C) Visitor entries
- D) Letter dates

**Correct Answer: B**

**Explanation:** Stock registers track the inventory of materials and assets.

**Q42.** Which leave is 'Paid Leave' but not accumulated?

- A) Home Leave
- B) Sick Leave
- C) Casual Leave
- D) None of the above

**Correct Answer: C**

**Explanation:** Casual and Festival leaves are paid but if not used within the year, they lapse and aren't accumulated like home/sick leave.

**Q43.** The power to appoint the Health Secretary lies with:

- A) The Minister of Health
- B) The Prime Minister
- C) The Council of Ministers
- D) The PSC

**Correct Answer: C**

**Explanation:** High-level appointments like Secretaries are decided by the Council of Ministers.

**Q44.** Delegation of Authority means:

- A) Giving away all power permanently
- B) Assigning tasks and authority to subordinates
- C) Ignoring superiors
- D) None of the above

**Correct Answer: B**

**Explanation:** Delegation is the shifting of authority and responsibility for particular functions to a lower-level.

**Q45.** What is 'Audit'?

- A) Counting people
- B) Examining accounts and performance
- C) Writing letters
- D) Cleaning the office

**Correct Answer: B**

**Explanation:** Audit is the systematic examination and verification of records and processes.

**Q46.** In Nepal, who is the 'Head of State'?

- A) Prime Minister
- B) President
- C) Speaker
- D) Chief Justice

**Correct Answer: B**

**Explanation:** The President is the Head of State, while the PM is the Head of Government.

**Q47.** Maximum duration of 'Study Leave' (Adhyayan Bida) allowed is:

- A) 3 years
- B) 5 years
- C) Total period of course
- D) Both a and b

**Correct Answer: B**

**Explanation:** Study leave is usually granted for up to 3 years, extendable by 2 more years (Total 5).

**Q48.** Which of the following is a 'Social Media' policy for civil servants?

- A) Can post anything
- B) Should not criticize the government
- C) Should not use social media at all
- D) None of the above

**Correct Answer:** B

**Explanation:** Government employees are prohibited from making statements that undermine government policies or prestige on social media.

**Q49.** What is 'Decentralization'?

- A) Concentration of power
- B) Distribution of power to lower levels
- C) A type of filing
- D) None of the above

**Correct Answer:** B

**Explanation:** Decentralization is the transfer of control of an activity or organization to several local offices or authorities.

**Q50.** The 'Loksewa Aayog' was established in which year?

- A) 2007 BS
- B) 2008 BS
- C) 2015 BS
- D) 2019 BS

**Correct Answer:** B

**Explanation:** The Public Service Commission was established on Asar 1, 2008 BS.