higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN670**(E)**(M17)H

NATIONAL CERTIFICATE

INFORMATION PROCESSING N4

(6020254)

17 May 2019 (X-Paper)
09:00–12:00

This question paper consists of 20 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INFORMATION PROCESSING N4
TIME: 3 HOURS
MARKS: 300

CANDIDATES ARE ALLOWED 30 MINUTES TO READ THE INSTRUCTIONS BEFORE THE EXAMINATION STARTS.

	TIME	MARKS
SECTION A: TYPING TECHNIQUE	**2 hours**	**200**
SECTION B: WORD PROCESSING	**1 hour**	**100**
TOTAL:	**3 hours**	**300**

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTION PAPER. INVIGILATORS WILL EXPLAIN IF NECESSARY.

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SECTION A: TYPING TECHNIQUE

1. Candidates who are NOT ready and on time for the TIMED ACCURACY TEST (QUESTION 1) will only be allowed to enter the examination venue after the expiration of the TEN MINUTES allowed for the test.

2. Candidates are allowed to read through the test THREE MINUTES before the commencement of the examination.

3. The timed accuracy test must be keyed in at the beginning of the examination.

4. After the expiration of the TEN MINUTES allowed for the test, your test will be collected and signed by the invigilator who will retain it until the completion of the examination session whereafter, in your presence, it will be put in your EXAMINATION FOLDER.

5. Answer ALL the questions.

6. Procedure for QUESTIONS 2, 3, 4 and 5: Key in, save and print.

7. Each answer must be printed on a separate A4 paper. Use only ONE side of the paper.

SECTION B: WORD PROCESSING

1. Answer ALL the questions.

2. Procedure for QUESTIONS 8A and 9A: Key in, save and print.

3. Retrieve, copy and process according to the instructions in part B of each question. Print and hand in part A as well as part B.

4. Each answer must be printed on a separate A4 paper. Use only ONE side of the paper.

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GENERAL

1. A computer ruler and ASCII codes may be used.

2. NO notes or any nonpermissible material may be hidden in or transcribed into these articles.

3. Use only COURIER NEW 12 pt except if otherwise indicated in the question paper.

4. Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure will be allowed additionally. NO extra time will be allowed for loss of work.

5. In the event of a computer or printer defect the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.

6. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER at each question. NO questions without EXAMINATION NUMBERS will be marked.

7. At the end of the examination session, hand in the following:

    7.1 EXAMINATION FOLDER with PRINTOUTS to be marked in the same order as the questions in the question paper.

    7.2 The compact disk/memory stick on which your work was saved, properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy the work to a compact disk/memory stick and then it must be deleted immediately from the hard drive/network. Students' answers must be kept for at least 6 MONTHS.

    7.3 ALL other PRINTOUTS. NO PRINTOUTS may be taken out of the examination room or put into bins.

8. Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be regarded in a serious light. If you are found guilty of such a violation, steps will be taken against you.

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SECTION A

TYPING TECHNIQUE

DO NOT TURN THE PAGE BEFORE THE

INVIGILATOR INSTRUCTS YOU TO DO SO.

	TIME	MARKS
QUESTION 1: TIMED ACCURACY TEST	10 minutes	20
QUESTION 2: TABULAR STATEMENT	28 minutes	44
QUESTION 3: CIRCULAR LETTER	37 minutes	60
QUESTION 4: MEMORANDUM	33 minutes	56
QUESTION 5: AFRICAN LANGUAGE	12 minutes	20
TOTAL	120 minutes	200

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QUESTION 1: TIMED ACCURACY TEST

TIME: 10 MINUTES **MARKS: 20**

MARGINS:		PAPER:	A4 portrait
Left:	2,54 cm/1"	HYPHENATION:	No
Right:	2,54 cm/1"	ALIGNMENT:	Left
SPEED:	35 wpm (minimum requirement)	LINE SPACING:	2 (double)
FONT:	Courier New 12 pt		

1. The following timed accuracy test must be keyed in ONCE only.
2. The passage allows for speeds of 35 and 40 words per minute.
3. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
4. Save the document as Q1 and print it.
5. Your test must be collected and signed by the invigilator at the BEGINNING of the EXAMINATION. ALL pages need to be signed.

The quality of a stream or river is often a good indication of the way of life within a community through which it flows. It is an indicator of the socio-economic conditions and environmental awareness and attitude of its users. Everything that happens in a catchment area is reflected in the quality of the water that flows through it because the results of human activity and lifestyle ultimately end up in rivers through runoff.

Healthy streams, wetlands and rivers support a great variety of water life. Rain water and tumbling mountain streams contain high levels of oxygen. Much of the oxygen comes from the atmosphere through rain, tumbling water in fast-flowing streams and photosynthesis. Nutrient substances are washed into the system providing important growth chemicals and sources of food.

Water plants in turn photosynthesise and provide life-supporting oxygen and other food sources for water organisms that interact in a

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QUESTION 1 (CONTINUED)

complex web of life. All life in the water is dependent on the interaction within the river itself and in the surrounding catchment.

These processes can either maintain a healthy ecosystem or disrupt ecological processes and degrade the water supply. Rivers and streams owe their existence to the nature of catchments and the relationship between rainfall and evaporation. Rivers are open systems where the exchange of material and energy within the environment occurs all the time. It is difficult to treat rivers as ecosystems because they are important pathways for the flow of energy and the circulation of nutrients across the boundaries of habitats.

Changes in water quality occur naturally along the length of a river. However, these changes may be significantly influenced by human activities. Industries, agriculture and urban settlements produce nutrient concentrates and toxic substances which can affect water quality. **35 wpm**

Water quality is also defined as water which is safe, drinkable and appealing to all life on earth. It should contain no chemical or **40 wpm**

[20]

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QUESTION 2: TABULAR STATEMENT

TIME: 28 MINUTES **MARKS: 44**

MARGINS:	Equal	ALIGNMENT:	As indicated
FONT:	Courier New 12 pt	LINE SPACING:	Single except where indicated otherwise
PAPER:	A4 landscape		

1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
2. Take ALL proofreading signs into consideration.
3. Insert a TABLE.
4. Save the document as Q2 and print it.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Table one sp caps, bold, replace with Arabic figures

1 These statistics are for 2018. del

Water infrastructure problems uc, ital, centre					
Country[1]	Days without water per month	Hours without water per day	Delay in obtaining a water sp conection	Percentage of firms with a borehole	Industry freshwater withdrawals (% of total) uc
SA in full	0.42	3.42	13.90	2.05	6.0499
Zambia	2.08	9.75	27.17	59.90	7.4713
Tanzania	8.74	13.23	19.60	34.70	0.4823
Uganda	0.51	20.82	20.13	13.45	16.000
Mauritius	2.06	11.35	30.04	13.37	2.7586
Sub-Saharan Africa runs on	7.24	13.99	28.60	-	2.9367
East Asia & Pacific in full runs on	1.64	~~7.19~~ 7.18 stet	26.60	-	19.7393
Latin America	3.97	16.02	34.11	-	10.3627
South Asia	21.01	10.80	64.15	-	4.2065
Middle East and North Africa	6.28 runs on	62.23	10.86 trs	-	6.18183
World	6.43	13.06	34.94	-	20.1229

Move

Candidate: Right-align ALL figures

[44]

QUESTION 3: CIRCULAR LETTER

TIME: 37 MINUTES **MARKS**: **60**

MARGINS:		PAPER:	Letterhead
Left:	3,81 cm/1.5"	HYPHENATION:	Yes
Right:	2,54 cm/1"	ALIGNMENT:	Left
FONT:	Courier New 12 pt except where indicated otherwise	LINE SPACING:	Single with double line spacing between paragraphs

1. Retrieve the letterhead QUESTION 3 on your network/hard disk/memory stick.
2. Key in your EXAMINATION NUMBER and your STATION/COMPUTER NUMBER (left) as a footer.
3. Take ALL proofreading signs into consideration.
4. Save the document as Q3 and print it.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Today's date in descending order
ǂ
Circular letter no. 1 of 20.. uc, u/line, insert current year
ǂ move
Types of water pollution Arial 16 pt, uc, bold, centre
ǂ
ToΛ All members uc Λ:
ǂ
1. ǂ Nutrient pollution uc, ital
ǂ
Some wastewater, fertilisers and sewage contain high levels of NUTRIENTS. lc
ǂ
2. ǂ Surface water pollution uc, ital
ǂ trs
Surface water natural includes water found on / earth's surface like rivers, lakes, lagoons and oceans.
ǂ
3. ǂ Oxygen depletion uc, ital
ǂ
Water bodies have microΛorganisms. These include aerobic and anaerobic organisms. Λ-
ǂ
4. ǂ Ground water pollution uc, ital
ǂ sp
When humans apply pesticides and chemikals to soil they are washed deep into / ground by rainwater. [This gets to underground water causing pollution underground. NP
ǂ
5. ǂ Microbiological uc, ital
ǂ
In many communities in / world people drink untreated water ~~(straight from a river or stream)~~. del

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QUESTION 3 (CONTINUED)

6.╫ Suspended matter uc, ital
ǂ
Some pollutants do not easily dissolve in water.

----------Insert page break after paragraph 5----------

Number second page as 2, top left

7. ╫ Chemical water pollution uc, ital
ǂ ~~job~~ stet
Many industries and farmers ~~work~~ with chemicals that end up in water.
ǂ
8. ╫ Oil spillage uc, ital
ǂ
Oil spills usually haveǂonly a localised effect on wildlife but can spread for miles. runs on
/ oil can cause / death to many fish and get stuck to / feathers of seabirds causing them to lose their ability to fly.
ǂ
ǂ
MC Nengome
Deputy Director: Department of Water Affairs } uc, bold

Replace ALL paragraph numbers with bullets of your choice and indent correctly

ǂ = letter space

[60]

QUESTION 4: MEMORANDUM

TIME: 33 MINUTES **MARKS: 56**

MARGINS:		LINE SPACING:	Single with double line spacing between paragraphs
Left:	2,54 cm (1")		
Right:	2,54 cm (1")	FONT:	Courier New 12 pt except where indicated otherwise
PAPER:	A4 portrait		
HYPHENATION:	Yes	ALIGNMENT:	Left

1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
2. Take ALL proofreading signs into consideration.
3. Save the document as Q4 and print it.
4. Put the PRINTOUT in your EXAMINATION FOLDER.

Memorandum CN 14 pt, sp caps, bold, centre
ǂ

ǂ
To: Local Government
From: Department of Water Affairs } uc, d/s
Date: Today's date in full

Insert horizontal lines

ǂ
Prevention of water pollution uc, bold, ital
ǂ trs
Dealing with water pollution is something with which needs everyone to get involved. ital
ǂ sp
- Never throw rubish away. [1.1╫Always look for / correct waste bin. [1.2╫If there NP is none around please take it home and put it in your trash can.

ǂ
- Use water wisely. [2.1╫Do not keep / tap running when not in use. [2.2╫You NP can also reduce / amount of water you use in washing and bathing.

ǂ
- Do not throw chemicals, oils, paints and medicines down / sink, drain or / toilet. [3.1╫In many cities your local environment office can help with / disposal of NP medicines and chemicals. [3.2╫Check with your local authorities if there is a NP chemical disposal plan for local residents.

ǂ u/line
- Buy more environmentally safe cleaning liquids for use at home and other public places. [4.1╫They are less dangerous to / environment. NP

ǂ stet ~~compound~~
If you live close to a water body try to plant lots of trees and flowers around your ~~home~~ so that when it rains chemicals from your home does not easily drain into / water.

Candidate: Replace bullets with paragraph numbers (1., 2.,) etc. with two letter spaces and indent.

[56]

QUESTION 5: AFRICAN LANGUAGE

TIME: 12 MINUTES **MARKS: 20**

MARGINS:		PAPER:	A4 portrait
Left:	2,54 cm (1")	HYPHENATION:	No
Right:	2,54 cm (1")	ALIGNMENT:	Left
FONT:	Courier New 12 pt	LINE SPACING:	1.5 (1½)

1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
2. Save the document as Q5 and print it.
3. Put the PRINTOUT in your EXAMINATION FOLDER.

Vhathu vha hashu khari thonifhe mashumisele a madi, sa izwi vha tshi zwi divha uri madi ndi vhutshilo. Arali ra nga kona u thogomela haya madi, gomelelo li nga si tavhanye lo ri swikela kha vhupo hashu.

Mashangoni vhathu vha kha di ka madi milamboni na zwisimani, Vha dzulela u farwa nga malwadze angayo kholera.

[20]

TOTAL SECTION A: 200

SECTION B

WORD PROCESSING

WORK FAST AND ACCURATELY

QUESTION 6:	**PARAGRAPHS**	**A** **B**	**Already keyed-in** **15 minutes**	**-** **25**
QUESTION 7:	**CURRICULUM VITAE**	**A** **B**	**7 minutes** **17 minutes**	**10** **29**
QUESTION 8:	**DISPLAY WORK**	**A** **B**	**8 minutes** **13 minutes**	**14** **22**
TOTAL			**60 minutes**	**100**

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QUESTION 6B: PROCESSING

TIME: 15 MINUTES **MARKS: 25**

1.	Retrieve the document saved as Q6A. Process according to the instructions and as indicated in the text.
2.	Change the left- and right-hand margin to 2,54 cm/1". Use Courier New 12 pt.
3.	Align the document left and use the hyphenation function.
4.	Change the line spacing to single-line spacing with double-line spacing between paragraphs and indent.
5.	Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
6.	Save the document as Q6B and print it.
7.	Put the PRINTOUTS in your EXAMINATION COVER.

ʌ What is water pollution? Arial 16 pt, uc, bold, u/line
‡ uc
The saying goes that water is life which is indeed true. With about seventy percent of earth being covered by water, in figures it is undeniably one of our biggest resources of water.
‡
ʌ [The contamination of water bodies simply means water pollution. NP ital
[Pollution of water occurs when substances that affect NP the water negatively are discharged into it.
‡ trs
Water pollution is an problem appalling powerful enough to lead the world on a path of destruction. [Water is a good NP solvent enabling most pollutants to dissolve in it easily thus contaminating it. [According to a report in *The* NP del in words *Economist* ~~(dated 2008)~~ over 1000 children die each day of diarrhoeal sickness in India and the numbers have increased alarmingly in the last five years. ʌ Let us now study the ital causes of water pollution. in figures

---------- Page break ----------

Candidate:
1. Change ALL underlined main paragraph headings to capital letters.
2. Paragraphs must be inserted in correct numerical order and indented.
3. Insert page numbers top centre (no number on first page).

[2. **Sewage and waste water:** The sewage and waste water that NP is produced by each household is chemically treated and released into the sea as fresh water. [8. **Leakage from sewer lines:** NP A small leakage from sewer lines can contaminate the underground water and make it unfit for humans to drink.

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QUESTION 6B (CONTINUED)

sp
[5. **Acidental oil leakage**: Oil spills pose a huge concern NP
as large amounts of oil enter the sea. Oil does not mix with
water. This causes huge problems for local marine life such as
fish, birds and sea otters.

~~Pollution~~ stet
[3. **~~Mining~~ activities**: In mining rock is crushed to NP
extract underground coal and other minerals.

[7. **Chemical fertilisers and pesticides**: Chemical NP
fertilisers and pesticides are used by farmers to protect crops
from insects and bacteria. ʌ They are useful for the plants' growth. ital

1. **Industrial waste**: Industries produce huge amounts of
waste that contains toxic chemicals and pollutants which can
cause air pollution and damage to mankind and the environment.

[12. **Leakage from landfills**: Landfills are nothing but NP
huge piles of garbage that produce awful smells and can be seen
across the city.

[4. **Marine dumping**: The garbage produce by each household NP
in the form of paper, aluminium, rubber, glass, plastic and food
are deposited into the sea in some countries.

[6. **Burning of fossil fuels**: When burnt fossil fuels NP
like coal and oil emit substantial amounts of ash into the
atmosphere.

[9. **Global warming**: The increase in the temperature of NP
the earth due to the greenhouse effect results in global
warming.

[10. **Radioactive waste**: Nuclear energy is produced NP
using nuclear fission ~~or fusion~~. del

[11. **Urban development**: As the population grows so does NP
the demand for housing, food and clothes.

bold
ʌ[13. **Animal waste**: The waste produce by animals is washed away into the NP
rivers when it rains.

Find water and replace with water in capital letters and italics.

[25]

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QUESTION 7A: CURRICULUM VITAE

TIME: 7 MINUTES **MARKS: 10**

MARGINS:		HYPHENATION:	No
Left:	2,54 cm/1"	ALIGNMENT:	Left
Right:	2,54 cm/1"	LINE SPACING:	Single except where indicated otherwise
FONT:	Courier New 12 pt		
PAPER:	A4 portrait		

1. Insert your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
2. Save the document as Q7A and print it.
3. Put the PRINTOUT in your EXAMINATION FOLDER.

Personal details
ǂ
First names:
Surname:
Address:
Telephone:
ID number:
Date of birth:
Marital status:
Home language:
Other languages:
ǂ
Educational qualifications
ǂ
School:
passed Grade:
Subjects passed:
ǂ
Tertiary education
ǂ
Name of institution:
ǂ
Employment history:
ǂ
Reference:

(10)

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QUESTION 7B: PROCESSING

TIME: 17 MINUTES **MARKS: 29**

1. Retrieve the document saved as Q7A.
2. Process according to the instructions and as indicated in the text.
3. Change the line spacing to double-line spacing and ALL shoulder headings to capital letters.
4. Change QUESTION 7A in the header to QUESTION 7B.
5. Save the document as Q7B and print it.
6. Put the PRINTOUT in your EXAMINATION COVER.

Λ Curriculum Vitae CN14 pt, sp caps, bold

ǂ Set a left tab stop at 2.5"/6.35 cm

Personal details uc, bold

ǂ

First names: Λ Mpho Mavis

Surname: Λ Nengome

Address: Λ PO Box 234
Λ Thohoyandou
Λ 0970
} uc, s/s

Telephone: Λ 072 033 6795

ID number: Λ 9412210765088

Date of birth: Λ 21 December 1994

Marital status: Λ Single

~~Zulu~~ stet

Home language: Λ ~~Tsonga~~

Other languages: Λ English, Sotho and Xhosa

Educational qualifications uc, bold

School: Λ Mukula Secondary

trs

passed Grade: Λ Grade 12

Subjects passed: Λ Tsonga, English, Life Orientation, Mathematics, Physical Science and Geography

---------- Page break ----------

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QUESTION 7B (CONTINUED)

Tertiary education uc, bold

Λ Qualifications: Diploma in Management Assistant
‡
Name of institution: Λ Vhembe TVET College
‡
Λ Subjects passed: Λ Communication N4-N6
Office Practice N4-N6
Computer Practice N4-N6
Information Processing N4-N6
s/s
‡
Employment history:
‡
Λ January 2013-June 2019 Department of Water Affairs
‡
Reference:
‡
Λ Ligege TC uc Manager

Λ Contact number: 015 962 6767/079 326 8745

Λ DECLARATION:

Λ I declare that the information above is correct in every respect.
‡
‡
Insert leader dots on 2.1"/5.33 cm
.....
Λ MM Nengome

(29)
[39]

QUESTION 8A: DISPLAY WORK

TIME: 8 MINUTES **MARKS: 14**

MARGINS:		PAPER:	A4 portrait
Left:	3,81 cm/1.5"	HYPHENATION:	No
Right:	2,54 cm/1"	ALIGNMENT:	Left
FONT:	Courier New 12 pt	LINE SPACING:	Double

1. Insert your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
2. Save the document as Q8A and print it.
3. Put the PRINTOUT in your EXAMINATION FOLDER.

Some wastewater, fertilisers & sewage contain high levels of nutrients.

If they end up in water bodies they encourage algae & weed growth in / water.

This makes / water undrinkable & even clogs filters.

When hazardous substances come into contact with this surface water and dissolve or mix with / water, it is called surface water polution.

Water bodies have micro-organisms. These include aerobic & anaerobic organisms.

When too much biodegradable matter ends up in water it encourages more micro-organism growth & they use up more oxygen in / water.

(14)

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QUESTION 8B: PROCESSING

TIME: 13 MINUTES **MARKS: 22**

1. Retrieve the document saved as Q8A.
2. Process according to the instructions and as indicated in the text.
3. Change the line spacing to single with double-line spacing between paragraphs.
4. Change QUESTION 8A in the header to QUESTION 8B.
5. Save the document as Q8B and print it.
6. Put the PRINTOUT in your EXAMINATION COVER.

Insert any page border of your choice

ʌ Types of water pollution Use WordArt of your choice, uc
ǂ
ʌ There are many types of water pollution because water comes from many sources. uc, ital
ǂ
ʌ Here are a few types of water pollution: uc, bold, centre
ǂ
ʌ 1. Nutrient pollution uc, bold
[Some wastewater, fertilisers & sewage contain high levels of nutrients. NP
If they end up in water bodies they encourage algae & weed growth in / water. ╫ runs on
This makes / water undrinkable & even clogs filters. delete u/lining
ǂ
ʌ 2. Surface water pollution uc, bold

[When hazardous substances come into contact with this surface water and dissolve NP
or mix with / water, it is called surface water polution. sp
ǂ
ʌ 3. Oxygen depletion uc, bold
[Water bodies have micro-organisms. These include aerobic & anaerobic organisms. NP
[When too much biodegradable matter ends up in water it encourages more NP
micro-organism growth & they use up more oxygen in / water.
ǂ
ʌ4. Ground water pollution uc, bold
[ʌ When pesticides and chemicals are applied to soils rainwater washes it deep into NP
the ground.

Insert as a footer in Arial Black,10 pt
ʌ This gets to underground water causing pollution underground.

Candidate: Replace [&] with [and] and [/] with [the]. Replace 1., 2., etc. with ☺╫, using symbol Wingdings.

(22)
[36]

TOTAL SECTION B: 100

GRAND TOTAL: 300

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