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Chapter 7: E-mail, Social Networking and e-Governance Services

Q1. Which symbol is used in every email address?

A) #
B) @
C) &
D) $

Answer: B) @

Q2. In email, "CC" stands for?

A) Carbon Copy
B) Copy Content
C) Central Copy
D) Copy Correspondence

Answer: A) Carbon Copy

Q3. In email, "BCC" stands for?

A) Blind Carbon Copy
B) Blank Carbon Copy
C) Basic Carbon Copy
D) Blind Content Copy

Answer: A) Blind Carbon Copy

Q4. Which folder in an email account stores sent emails?

A) Inbox
B) Outbox/Sent
C) Drafts
D) Spam

Answer: B) Outbox/Sent

Q5. Which folder stores incoming/received emails?

A) Inbox
B) Sent
C) Trash
D) Drafts

Answer: A) Inbox

Q6. Which of the following is a social networking platform?

A) Facebook
B) MS Word
C) Excel
D) PowerPoint

Answer: A) Facebook

Q7. Which of the following is an instant messaging application?

A) WhatsApp
B) LinkedIn
C) Blogger
D) Excel

Answer: A) WhatsApp

Q8. The rules of etiquette to be followed while communicating on the internet are called?

A) Netiquettes
B) Protocols
C) Guidelines
D) Standards

Answer: A) Netiquettes

Q9. Which application is used to access e-Governance services on mobile devices?

A) UMANG App
B) WhatsApp
C) Facebook
D) Chrome

Answer: A) UMANG App

Q10. Which of the following allows citizens to store important documents digitally?

A) Digital Locker
B) Google Drive only
C) Email

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D) Social Media

Answer: A) Digital Locker

Q11. Which of the following is an example of an e-Governance service?

A) Railway Reservation (IRCTC)
B) Passport Seva
C) eHospital (ORS)
D) All of the above

Answer: D) All of the above

Q12. Which of the following is a professional networking platform?

A) LinkedIn
B) Instagram
C) WhatsApp
D) Telegram

Answer: A) LinkedIn

Q13. A regularly updated personal website with articles/entries is called?

A) Blog
B) Portal
C) Wiki
D) Forum

Answer: A) Blog

Q14. Which of the following refers to buying and selling of goods/services over the internet?

A) e-Commerce
B) e-Mail
C) e-Governance
D) e-Learning

Answer: A) e-Commerce

Q15. Attaching a file to an email means?

A) Deleting the file
B) Sending a file along with the email
C) Printing the file
D) Copying the email

Answer: B) Sending a file along with the email

Q16. Which of the following is required to create an email account?

A) A unique username, password and a mail service provider
B) Only a phone number
C) Only a postal address
D) Only a printer

Answer: A) A unique username, password and a mail service provider

Q17. Which of the following folder stores emails identified as unwanted/junk?

A) Spam/Junk
B) Inbox
C) Drafts
D) Sent

Answer: A) Spam/Junk

Q18. Which of the following folder stores emails that are written but not yet sent?

A) Drafts
B) Inbox
C) Sent
D) Trash

Answer: A) Drafts

Q19. Which of the following folder stores deleted emails temporarily?

A) Trash/Deleted Items
B) Inbox
C) Drafts
D) Spam

Answer: A) Trash/Deleted Items

Q20. Which of the following action sends a copy of a received email to a new recipient?

A) Forward
B) Reply
C) Delete
D) Archive

Answer: A) Forward

Q21. Which of the following action sends a response back to the original sender of an email?

A) Reply
B) Forward
C) Delete
D) Archive

Answer: A) Reply

Q22. Which of the following action sends a response to the sender and all other recipients of the original email?

A) Reply All
B) Reply
C) Forward
D) Delete

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Answer: A) Reply All

Q23. Which of the following is a personalized closing text automatically added at the end of emails?

A) Email Signature
B) Email Subject
C) Email Body
D) Email Header
Answer: A) Email Signature

Q24. Which of the following describes the "Subject" field in an email?

A) A brief summary of the email's content
B) The sender's email address
C) The email's attachment
D) The recipient's password
Answer: A) A brief summary of the email's content

Q25. Which of the following is used to find old emails in a mailbox quickly?

A) Search emails
B) Delete
C) Forward
D) Reply
Answer: A) Search emails

Q26. Which of the following social media platform is primarily used for sharing photos and short videos?

A) Instagram
B) LinkedIn
C) Email
D) Excel
Answer: A) Instagram

Q27. Which of the following is a video-sharing/social media platform?

A) YouTube
B) MS Word
C) MS Excel
D) Notepad
Answer: A) YouTube

Q28. Which of the following describes "Netiquette"?

A) Being respectful, avoiding spam and following good manners while communicating online
B) A type of virus
C) A type of hardware
D) A type of email attachment
Answer: A) Being respectful, avoiding spam and following good manners while communicating online

Q29. Which of the following is an example of a messaging app that also allows voice/video calls?

A) WhatsApp
B) Excel
C) PowerPoint
D) Notepad
Answer: A) WhatsApp

Q30. Which of the following e-Governance service is used for booking train tickets online?

A) IRCTC
B) UMANG
C) DigiLocker
D) eHospital
Answer: A) IRCTC

Q31. Which of the following e-Governance service is used for applying for/tracking passports?

A) Passport Seva
B) IRCTC
C) DigiLocker
D) UMANG
Answer: A) Passport Seva

Q32. Which of the following e-Governance service (ORS) is used for hospital appointment booking?

A) eHospital
B) IRCTC
C) Passport Seva
D) DigiLocker
Answer: A) eHospital

Q33. Which of the following is the full form of UMANG app?

A) Unified Mobile Application for New-age Governance
B) United Mobile App for National Growth
C) Universal Mobile Application for New Governance
D) Unified Mobile Access for National Growth
Answer: A) Unified Mobile Application for New-age Governance

Q34. DigiLocker is primarily used for?

A) Storing important government documents digitally

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B) Booking train tickets
C) Online shopping
D) Video calling
Answer: A) Storing important government documents digitally

Q35. Which of the following is a good netiquette practice?

A) Avoiding the use of ALL CAPS (which implies shouting)
B) Sending spam messages
C) Sharing others' private information
D) Using offensive language
Answer: A) Avoiding the use of ALL CAPS (which implies shouting)

Q36. Which of the following platform is best suited for professional/job-related networking?

A) LinkedIn
B) Instagram
C) Snapchat
D) TikTok
Answer: A) LinkedIn

Q37. Which of the following best describes e-Commerce?

A) Buying/selling goods and services electronically over the internet
B) Sending emails only
C) Watching videos
D) Playing online games
Answer: A) Buying/selling goods and services electronically over the internet

Q38. Which of the following is an example of an online shopping (e-Commerce) website?

A) Amazon
B) UMANG
C) DigiLocker
D) Gmail
Answer: A) Amazon

Q39. Which of the following is required to send/receive emails?

A) An email account and internet connection
B) Only a phone number
C) Only a postal address
D) A printer
Answer: A) An email account and internet connection

Q40. Which of the following describes "Spam" emails?

A) Unsolicited, unwanted or junk emails, often sent in bulk
B) Important official emails
C) Emails from known contacts only
D) Draft emails
Answer: A) Unsolicited, unwanted or junk emails, often sent in bulk

Q41. Which of the following instant messaging app is owned by Meta (Facebook)?

A) WhatsApp
B) Telegram
C) Signal
D) Skype
Answer: A) WhatsApp

Q42. Which of the following is the correct format of a valid email address?

A) username@domain.com
B) username.domain.com
C) username#domain.com
D) username&domain.com
Answer: A) username@domain.com

Q43. Which of the following best defines a "Blog"?

A) A regularly updated website/webpage typically written in an informal or conversational style
B) A social networking site only
C) A type of email
D) A type of search engine
Answer: A) A regularly updated website/webpage typically written in an informal or conversational style

Q44. Which of the following can be attached to an email?

A) Documents, images, and videos
B) Only text
C) Only images
D) Nothing can be attached
Answer: A) Documents, images, and videos

Q45. Which of the following describes the purpose of e-Governance services?

A) Delivering government services to citizens electronically/digitally
B) Only for private company use
C) Only for banking

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D) Only for entertainment

Answer: A) Delivering government services to citizens electronically/digitally

Q46. Which of the following social media feature allows users to share short, real-time updates?

A) Status/Story update

B) Email attachment

C) Spreadsheet formula

D) Print preview

Answer: A) Status/Story update

Q47. Which of the following is a common security practice while using social media?

A) Using strong passwords and reviewing privacy settings

B) Sharing your password with friends

C) Accepting all friend requests blindly

D) Posting personal/financial details publicly

Answer: A) Using strong passwords and reviewing privacy settings

Q48. Which of the following is a video conferencing/instant messaging tool commonly used for group communication?

A) Telegram

B) MS Excel

C) Notepad

D) Paint

Answer: A) Telegram

Q49. Which of the following describes "Reply All" risk in email etiquette?

A) Sending a reply to everyone including people who may not need the information

B) Deleting the email

C) Attaching a file

D) Forwarding to one person

Answer: A) Sending a reply to everyone including people who may not need the information

Q50. Which of the following government platform allows Aadhaar-linked digital document verification?

A) DigiLocker

B) IRCTC

C) Facebook

D) WhatsApp

Answer: A) DigiLocker

Q51. Which of the following email feature allows organizing emails using labels/folders?

A) Email Folders/Labels

B) Email Signature

C) Email Subject

D) Attachment

Answer: A) Email Folders/Labels

Q52. Which of the following describes "Phishing" in context of email?

A) A fraudulent attempt to obtain sensitive information by pretending to be a trustworthy source

B) A legitimate government email

C) A type of attachment

D) A type of signature

Answer: A) A fraudulent attempt to obtain sensitive information by pretending to be a trustworthy source

Q53. Which of the following is an appropriate action if you receive a suspicious email asking for your bank details?

A) Do not respond and report/delete it

B) Reply with your bank details immediately

C) Forward it to all your contacts

D) Click on all links in the email

Answer: A) Do not respond and report/delete it

Q54. Which of the following is an example of a micro-blogging platform where users post short messages?

A) Twitter (X)

B) LinkedIn

C) DigiLocker

D) UMANG

Answer: A) Twitter (X)

Q55. Which of the following best defines "Social Networking"?

A) Using online platforms to connect, communicate and share content with others

B) Only sending emails

C) Only using spreadsheets

D) Only browsing government websites

Answer: A) Using online platforms to connect, communicate and share content with others

Q56. Which of the following email provider is commonly used and free to sign up?

A) Gmail

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B) MS Word is not an email provider

C) MS Excel is not an email provider

D) Notepad is not an email provider

Answer: A) Gmail

Q57. Which of the following describes an 'Email Draft'?

A) An email that has been composed but not yet sent

B) An email that has been sent

C) An email that has been deleted

D) An email marked as spam

Answer: A) An email that has been composed but not yet sent

Q58. Which of the following term describes forwarding an email along with all previous replies in the thread?

A) Forwarding with full email thread/history

B) Forwarding without any content

C) Deleting the email

D) Archiving the email

Answer: A) Forwarding with full email thread/history

Q59. Which of the following email feature allows automatically replying to incoming emails when you are unavailable (e.g., on vacation)?

A) Auto-Reply / Vacation Responder

B) Forward

C) Reply

D) Delete

Answer: A) Auto-Reply / Vacation Responder

Q60. Which of the following describes 'Archiving' an email?

A) Moving an email out of the inbox for storage while keeping it accessible, without deleting it

B) Permanently deleting the email

C) Marking the email as spam

D) Printing the email

Answer: A) Moving an email out of the inbox for storage while keeping it accessible, without deleting it

Q61. Which of the following email security feature verifies a sender's identity to reduce spoofing/phishing?

A) Email Authentication (like SPF/DKIM, transparent to the end user)

B) Font formatting

C) Spell check

D) Auto-reply

Answer: A) Email Authentication (like SPF/DKIM, transparent to the end user)

Q62. Which of the following describes 'Group Email' or 'Distribution List'?

A) A single email address that sends a message to multiple recipients in a predefined group

B) An email sent to only one person

C) An email marked as spam

D) An email in draft form

Answer: A) A single email address that sends a message to multiple recipients in a predefined group

Q63. Which of the following is the maximum general recommendation for attachment sizes in most email providers before facing issues?

A) Attachments are typically limited (commonly around 25MB, varies by provider)

B) There is no limit at all

C) Only 1KB is allowed

D) Only text files are allowed

Answer: A) Attachments are typically limited (commonly around 25MB, varies by provider)

Q64. Which of the following describes 'Email Etiquette' regarding using a clear subject line?

A) A clear subject line helps the recipient quickly understand the email's purpose

B) Subject lines should always be left blank

C) Subject lines should be in a foreign language

D) Subject lines are not important at all

Answer: A) A clear subject line helps the recipient quickly understand the email's purpose

Q65. Which of the following social media platform allows users to create and join interest-based communities/groups?

A) Facebook Groups

B) MS Word

C) MS Excel

D) Notepad

Answer: A) Facebook Groups

Q66. Which of the following describes 'Direct Message (DM)' on social media platforms?

A) A private message sent between users, not visible publicly

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B) A public post visible to everyone

C) A comment on a public post

D) An advertisement

Answer: A) A private message sent between users, not visible publicly

Q67. Which of the following describes the purpose of 'Privacy Settings' on social media accounts?

A) Controlling who can view your profile, posts and personal information

B) Increasing the number of followers automatically

C) Deleting the account permanently

D) Changing the platform's name

Answer: A) Controlling who can view your profile, posts and personal information

Q68. Which of the following describes a 'Hashtag' on social media?

A) A keyword/phrase preceded by # used to categorize content and improve discoverability

B) A type of virus

C) A type of email attachment

D) A private message

Answer: A) A keyword/phrase preceded by # used to categorize content and improve discoverability

Q69. Which of the following term describes content that spreads rapidly across the internet/social media?

A) Viral content

B) Spam content

C) Draft content

D) Archived content

Answer: A) Viral content

Q70. Which of the following describes 'Influencer Marketing' on social media?

A) Promoting products/services through individuals with a large, engaged social media following

B) A type of email client

C) A type of antivirus

D) A type of web browser

Answer: A) Promoting products/services through individuals with a large, engaged social media following

Q71. Which of the following describes the purpose of the 'Report' feature on social media platforms?

A) Flagging inappropriate, abusive or harmful content/accounts to the platform for review

B) Deleting your own account

C) Increasing your followers

D) Changing your password

Answer: A) Flagging inappropriate, abusive or harmful content/accounts to the platform for review

Q72. Which of the following is a common feature of e-Commerce websites to track a placed order?

A) Order Tracking

B) Only email confirmation with no tracking

C) Social media posting

D) Video calling

Answer: A) Order Tracking

Q73. Which of the following payment option is commonly available on e-Commerce websites in addition to online payment?

A) Cash on Delivery (COD)

B) Only bank transfer

C) Only cheque

D) Only barter system

Answer: A) Cash on Delivery (COD)

Q74. Which of the following describes an 'e-Commerce Cart' or 'Shopping Cart'?

A) A virtual space where selected items are collected before checkout/purchase

B) A type of email folder

C) A type of social media post

D) A type of government service

Answer: A) A virtual space where selected items are collected before checkout/purchase

Q75. Which of the following describes a 'Wishlist' feature on e-Commerce platforms?

A) A saved list of items a user is interested in purchasing later

B) A list of completed orders only

C) A list of blocked users

D) A list of email contacts

Answer: A) A saved list of items a user is interested in purchasing later

Q76. Which of the following e-Governance portal in India is commonly used for filing income tax returns online?

A) Income Tax e-Filing Portal

B) IRCTC is for railways

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C) UMANG is a general services app

D) DigiLocker is for document storage

Answer: A) Income Tax e-Filing Portal

Q77. Which of the following e-Governance service allows applying for various certificates (birth, income, caste) online in many states?

A) State e-District Portals

B) IRCTC

C) Facebook

D) WhatsApp

Answer: A) State e-District Portals

Q78. Which of the following best describes 'Digital India' initiative?

A) A Government of India program to improve online infrastructure and increase digital connectivity/services

B) A private company's marketing campaign

C) A social media platform

D) A type of antivirus software

Answer: A) A Government of India program to improve online infrastructure and increase digital connectivity/services

Q79. Which of the following describes the purpose of Aadhaar-based e-Governance services?

A) Using Aadhaar as a unique identity for accessing various government services digitally

B) Only for banking purposes

C) Only for social media verification

D) Only for email verification

Answer: A) Using Aadhaar as a unique identity for accessing various government services digitally

Q80. Which of the following e-Governance service allows citizens to lodge grievances/complaints to government departments online?

A) CPGRAMS (Centralized Public Grievance Redress and Monitoring System)

B) IRCTC

C) UMANG only for other services

D) DigiLocker only for documents

Answer: A) CPGRAMS (Centralized Public Grievance Redress and Monitoring System)

Q81. Which of the following describes a 'Webinar'?

A) An online seminar/presentation conducted over the internet, often interactive

B) A type of email attachment

C) A type of social media post only

D) A type of government form

Answer: A) An online seminar/presentation conducted over the internet, often interactive

Q82. Which of the following instant messaging feature allows users to see when a message has been read by the recipient?

A) Read Receipts (blue ticks)

B) Auto-reply

C) Group creation only

D) Voice call only

Answer: A) Read Receipts (blue ticks)

Q83. Which of the following describes the purpose of 'Status/Story' features that disappear after 24 hours on platforms like WhatsApp/Instagram?

A) Temporary content sharing that automatically deletes after a set time

B) Permanent posts that never disappear

C) Private messages only

D) Email attachments

Answer: A) Temporary content sharing that automatically deletes after a set time

Q84. Which of the following describes 'Cyberstalking'?

A) Using digital means to repeatedly harass, monitor or intimidate someone

B) A type of legitimate marketing

C) A type of antivirus feature

D) A type of email signature

Answer: A) Using digital means to repeatedly harass, monitor or intimidate someone

Q85. Which of the following action is recommended if you are being cyberbullied or harassed online?

A) Report and block the person, and inform a trusted adult or authority

B) Ignore it and continue engaging

C) Share more personal information

D) Retaliate with similar behavior

Answer: A) Report and block the person, and inform a trusted adult or authority

Q86. Which of the following describes 'Digital Footprint'?

A) The trail of data a person leaves behind while using the internet

B) A type of virus

C) A type of hardware component

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D) A type of email client

Answer: A) The trail of data a person leaves behind while using the internet

Q87. Which of the following is a good practice regarding your digital footprint?

A) Being mindful of what you post and share online since it can be permanent

B) Posting everything without any consideration

C) Sharing passwords publicly

D) Ignoring privacy settings entirely

Answer: A) Being mindful of what you post and share online since it can be permanent

Q88. Which of the following describes an 'Online Community' or 'Forum'?

A) A platform where users with common interests discuss and share information

B) A type of email attachment

C) A type of government service exclusively

D) A type of antivirus

Answer: A) A platform where users with common interests discuss and share information

Q89. Which of the following e-Governance service is used for applying for and checking the status of a driving license/vehicle registration?

A) Parivahan Portal

B) IRCTC

C) eHospital

D) UMANG only handles other services

Answer: A) Parivahan Portal

Q90. Which of the following describes the correct action to unsubscribe from unwanted promotional emails?

A) Clicking the 'Unsubscribe' link usually found at the bottom of the email

B) Marking every email as spam without checking

C) Deleting the email account entirely

D) Replying angrily to the sender

Answer: A) Clicking the 'Unsubscribe' link usually found at the bottom of the email

Q91. Which of the following email client feature allows composing an email in rich text with bold, italics, and colors?

A) Rich Text/HTML formatting mode

B) Plain Text mode only

C) Draft mode only

D) Spam mode

Answer: A) Rich Text/HTML formatting mode

Q92. Which of the following describes an 'Email Thread'?

A) A series of related email messages/replies grouped together on the same subject

B) A single unrelated email

C) An email in the spam folder only

D) An email that has been deleted

Answer: A) A series of related email messages/replies grouped together on the same subject

Q93. Which of the following is the correct action to add a new contact to your email address book?

A) Using the Contacts/People section in the email application

B) Deleting the sender's email

C) Marking as spam

D) Archiving the email

Answer: A) Using the Contacts/People section in the email application

Q94. Which of the following describes 'Group Video Calling' as a feature of many instant messaging/social apps?

A) Allowing multiple participants to join a video call simultaneously

B) Only allows one-to-one calls

C) Only allows text messages

D) Only allows voice notes

Answer: A) Allowing multiple participants to join a video call simultaneously

Q95. Which of the following e-Governance related mobile app allows accessing multiple government services from a single platform in India?

A) UMANG

B) A single-purpose banking app

C) A single-purpose social media app

D) A single-purpose email app

Answer: A) UMANG

Q96. Which of the following describes 'Online Reputation Management'?

A) Monitoring and managing how a person or brand is perceived online

B) Deleting all social media accounts permanently

C) Ignoring all online mentions completely

D) A type of antivirus software

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Answer: A) Monitoring and managing how a person or brand is perceived online

Q97. Which of the following describes the purpose of muting notifications from a specific group/contact on messaging apps?

A) Reducing distraction by silencing alerts from that group/contact without leaving it
B) Permanently deleting the conversation
C) Blocking the contact entirely
D) Reporting the contact for abuse

Answer: A) Reducing distraction by silencing alerts from that group/contact without leaving it

Q98. Which of the following is a recommended practice before sharing a government scheme-related link received via WhatsApp/social media?

A) Verifying its authenticity through official government sources before believing or forwarding it
B) Forwarding it immediately to everyone
C) Assuming it is always true
D) Ignoring official sources entirely

Answer: A) Verifying its authenticity through official government sources before believing or forwarding it

Q99. Which of the following describes 'Community Guidelines' on a social media platform?

A) Rules set by the platform that define acceptable behavior and content for users
B) A type of virus warning
C) A type of advertisement
D) A type of email signature

Answer: A) Rules set by the platform that define acceptable behavior and content for users

Q100. Which of the following e-Governance service focuses specifically on land records and property registration in various states?

A) State Land Records Portals (e.g., Bhulekh)
B) IRCTC
C) UMANG only for general services
D) DigiLocker only for storage

Answer: A) State Land Records Portals (e.g., Bhulekh)

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