CBSE Class 12 Office Procedures and Practices 2016 - Set 194

Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

Time Allowed: 3 Hours **Maximum Marks: 60**

General Instructions

(i) Questions 1–10 carry 2 marks each. Answers should not exceed 30 words each.

(ii) Answer any seven Questions from 11–19. These carry 4 marks each. Answers should not exceed 70 words each.

(iii) Answer any two Questions from 20–22. These carry 6 marks each. Answers should not exceed 150 words each.

Part I

1. State the meaning of decentralisation of correspondence work.

2. What is the difference between an Ordinary and Registered letter ?

3. State two qualities of a good filing system.

4. What is the need of weeding out old records ?

5. What is C.C.T.V. ?

6. What is Cash Register ?

7. State the difference between written and oral communication.

8. Give two methods of voting in a meeting.

9. What is a Resolution ?

10. When does the need of 'Casting Vote' arise ?

Part II

11. Write names of two modern machines which are used in offices. Explain the working and advantages of one of them.

12. What factors should be considered while selecting a machine ?

13. Prepare a list of the secretarial work before the commencement of a meeting.

14. Give the essentials of a valid meeting.

15. What do you mean by alphabetical classification of files ? State two merits and two demerits of this system.

16. Give the advantages of 'Internet'.

17. Prepare an agenda for a meeting.

18. Explain any four parts of a business letter.

19. State four advantages of an Index.

Part III

20. Explain the qualities of a good business letter.

21. Explain two means each of oral and written communication.

22. Explain **any four** of the following :

(i) Post Box

(ii) Insured Letter

(iii) Fax

(iv) Postal Certificate

(v) Business Reply Card

(vi) Speed Post

- End of Question Paper -