

CBSE Class 12 Office Procedures and Practices 2023 - Set 348 - Compartment



Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

Time Allowed: 3 Hours

Maximum Marks: 60

General Instructions

- (i) Please read the instructions carefully.
- (ii) This question paper consists of 24 questions in two Sections : Section A and Section B.
- (iii) Section A has Objective Type Questions whereas Section B contains Subjective Type Questions.
- (iv) Out of the given $(6 + 18) = 24$ questions, a candidate has to answer $(6 + 11) = 17$ questions in the allotted (maximum) time of 3 hours.
- (v) All questions of a particular section must be attempted in the correct order.
- (vi) Section A : Objective Type Questions (30 marks) : (a) This section has 6 questions. (b) There is no negative marking. (c) Do as per the instructions given. (d) Marks allotted are mentioned against each question/part.
- (vii) Section B : Subjective Type Questions (30 marks) : (a) This section has 18 questions. (b) A candidate has to do 11 questions. (c) Do as per the instructions given. (d) Marks allotted are mentioned against each question/part. Section A (Objective Type Questions) (30 Marks)

Section A

1. Answer any 4 questions out of the given 6 questions on Employability Skills. $4 \times 1 = 4$

1(i). 'Dependent' is a personality _____.

1(ii). _____ is a barrier to becoming an entrepreneur.

1(iii). Explain 'decisiveness' as a competency of an entrepreneur.

1(iv). A formula in Calc starts with a _____ sign.

1(v). What is the correct step to save a presentation ?

1(vi). _____ is a source of motivation.

2. Answer any 5 out of the given 7 questions. $5 \times 1 = 5$

2(i). A meeting may be organised to resolve conflicts, confusion and disagreements. (True/False)

2(ii). Which of these is a time saver/time management technique ?

- (A) Developing a proper routine (B) Untidy desk
(C) Slow reading (D) Inability to make decisions

2(iii). A formal permission to travel to a country for a specific reason and for a stipulated amount of time is called _____.

2(iv). Classification of files is done in order to _____.

2(v). A high speed express service for letters and documents, having committed delivery schedules, delivery of even perishable items and medicines is called _____.

2(vi). A payment card issued to a user allowing him to pay for goods and services based on the promise to pay for them is called a _____.

2(vii). The register used to maintain record of all incoming mail is called _____.

3. Answer any 6 out of the given 7 questions. $6 \times 1 = 6$

3(i). Extreme tiredness and other physical effects after a long flight across several time zones is called _____.

3(ii). The process in which all paper records are scanned and images stored electronically instead of keeping them in folders with a view to move towards paperless office is called _____.

3(iii). A motion needs to be seconded by another member before it can be formally put before a meeting. (True/False)

3(iv). _____ is a personal quality of a secretary.

3(v). India's central banking institution which controls the monetary policy of the Indian Rupee is _____.

3(vi). In which colour is official passport issued to individuals representing India on government or official business ?

3(vii). How do you know or calculate the correct amount of postage stamps to be affixed on every envelope to be sent through post ?

4. Answer any 5 out of the given 6 questions.
 $5 \times 1 = 5$

4(i). List of business to be transacted at a meeting is called _____.

4(ii). When files are kept in specially made drawers, one behind the other so that side label is always in the front, it is called _____ filing.

4(iii). A form filled with complete details of journey to be undertaken, to draw necessary advance before leaving for official tour is called _____ form.

4(iv). Non-payment of a cheque by the paying banker with a return memo giving reasons for non-payment is called _____ of a cheque.

- (A) Disrespect (B) Disobedience
(C) Disbursal (D) Dishonour

4(v). The way you talk, the language you use and the tone with which things are said, reflects your behaviour. This refers to etiquettes and manners which are an essential part of Personality Development. (True/False)

4(vi). An account, usually opened by a businessman, in which there are no restrictions on number of deposits and withdrawals in a single day is called a _____ account.

5. Answer any 5 out of the given 6 questions.
 $5 \times 1 = 5$

5(i). What is overdraft facility ?

5(ii). Which of the following documents is **not** a valid ID proof for domestic travel ?

- (A) Voter Card (B) Identity Card issued by a Government Department
(C) Driving License (D) Visa

5(iii). What are good interpersonal skills ?

5(iv). A meeting that is held once every year is called _____.

- (A) Statutory Meeting (B) Board Meeting
(C) Annual General Meeting (D) Extraordinary General Meeting

5(v). Received mail envelopes marked private, secret, confidential, etc. are not opened by mail-handling clerk. This type of mail has to be _____ soon after receiving.

5(vi). To facilitate filing and follow-up of mail, each outgoing mail is assigned a unique number called _____.

6. Answer any 5 out of the given 6 questions.
 $5 \times 1 = 5$

6(i). The following is **not** an advantage of email :

- (A) Economical (B) Speedy transmission
(C) Crowded inbox (D) Feasibility of bulk mail

6(ii). When more than one mode of transport is used for a journey, then the journey is described as _____.

6(iii). The quality of assisting every member of the organization with a courteous and helpful attitude during times of extra pressure is called _____.

- (A) Tactfulness (B) Courtesy
(C) Loyalty (D) Cooperative attitude

6(iv). _____ acts as an executive head of the Ministry.

6(v). Name two websites for booking air tickets/hotel accommodation online.

6(vi). Who is called the Convenor of the Meeting ?

Section B

Answer any **3** questions out of the given **5** questions on Employability Skills. Answer each question in 20 – 30 words. $3 \times 2 = 6$

7. Name the qualities of a good entrepreneur. Explain any one.

8. What do you mean by specific and measurable goals ?

9. Explain filtering of data in spreadsheets.

10. Explain the process of inserting shapes in a presentation.

11. What do you understand by cell reference ?

Answer any **3** out of the given **5** questions in 20 – 30 words each. $3 \times 2 = 6$

12. Explain Demand Draft.

13. What is Embarkation Form ?

14. What is the meaning of Web Conferencing ?

15. What do you understand by Surface Air Lifted ?

16. Explain any two ways to save e-files.

Answer any **2** out of the given **3** questions in 30 – 50 words each. $2 \times 3 = 6$

17. Who is Secretary of an Association or Club ? Explain.

18. What is an addressing machine ? How does it work ?

19. List the names of different types of indexes. Explain any one.

Answer any **3** out of the given **5** questions in 50 – 80 words each. $3 \times 4 = 12$

20. Explain the process of handling inward mail.

21. What do you understand by 'Term loans' ?

22. List the steps required to book train tickets online.

23. Briefly explain the qualifications of a Secretary.

24. Explain the duties of a Secretary before a Meeting.

- End of Question Paper -