

CBSE Class 12 Office Procedures and Practices 2026 - Set 348



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

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

1(i). Identify the conjunction in this sentence :
“Sheela and I went to the market.”

- (A) to (B) the
(C) and (D) I

1(ii). Which of the following personality disorder is characterised by an extreme feeling of self-importance ?

- (A) Narcissistic personality disorder (B) Borderline personality disorder
(C) Dependent personality disorder (D) Antisocial personality disorder

1(iii). In “SMART” goals, ‘S’ stands for :

- (A) Same (B) Specific
(C) Simple (D) Self

1(iv). Which of the following is the correct option for adding a slide to a presentation ?

- (A) Ctrl + N (B) Ctrl + A
(C) Ctrl + Shift + A (D) Ctrl + M

1(v). _____ Entrepreneurs use their expertise in providing services to create a market for technical entrepreneurs.

- (A) Professional (B) Technical
(C) Non-technical (D) Service

1(vi). The _____ set up by the government provide support activities and training to local youth and farmers.

- (A) Farmers Interest Groups (B) Agriculture Colleges
(C) Krishi Vigyan Kendras (D) Farmer Producer Organizations

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

2(i). Tension, anxiety, irritability and boredom are _____ symptoms of stress.

- (A) Behavioural (B) Physiological
(C) Psychological (D) Detectable

2(ii). In almost all organisations, there are a lot of confidential records/papers which are no longer required. There is a shortage of space. Which of the following is the best way to ensure proper disposal of unwanted records ?

- (A) Use them as rough paper. (B) Sell them to a local scrap dealer.
(C) Use these papers to make paper bags. (D) Use a paper shredder to destroy them.

2(iii). Provision of logistic solutions like godown facilities, packing, etc. as per customer’s needs is a feature of _____ service.

2(iv). Suspending the proceedings of a meeting either for a particular time period or indefinitely is called _____.

- (A) Adjournment (B) Agenda
(C) Motion (D) Amendment

2(v). Railway tickets can be booked online by logging onto the official website of Indian Railways. (True/False)

2(vi). A credit card is a plastic payment card that provides the cardholder electronic access to his/her bank account at the financial institution. (True/False)

2(vii). The job of a Secretary is not only to assist the executive, but also to handle meetings and prepare presentations. (True/False)

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

3(i). Taking the initiative to brief the executive is a part of the _____ duties of a private secretary.

3(ii). Which postal service would you suggest to the publisher, for obtaining reviews of a recently published book without putting an additional burden of postage costs on the readers ?

- | | |
|-----------------------------|---------------------|
| (A) Speed Post | (B) Registered Post |
| (C) Business Reply Envelope | (D) VPP |
-

3(iii). A _____ is used only when there are equal number of votes 'for' and 'against' a motion.

- | | |
|----------------------|------------------|
| (A) Attendance Sheet | (B) Casting Vote |
| (C) Poll | (D) Proxy |
-

3(iv). A tour claim form contains the complete details of the journey to be taken and is filled up to draw the necessary advance. (True/False)

3(v). The formal decision of a meeting on any proposal put before it, is called a/an _____.

- | | |
|---------------|----------------|
| (A) Motion | (B) Agenda |
| (C) Amendment | (D) Resolution |
-

3(vi). A service provided by a bank or other financial institution that allows its customers to conduct financial transactions remotely using a mobile phone or tablet is called _____.

3(vii). A/An _____ is a cheque that is not crossed on the left corner and payable at the counter of the drawee bank on presentation of the cheque.

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

4(i). The more the education, the greater the awareness and better the power of understanding, grasping and expression. (True/False)

4(ii). All the mail received is date-stamped to _____ its receipt in the same organisation.

4(iii). It is not necessary to maintain all the records in physical form. Using the Internet and computer, which method can be used for maintenance of records ?

- | | |
|-----------------------|---------------------|
| (A) Microfilming | (B) Indexing |
| (C) Electronic filing | (D) Vertical filing |
-

4(iv). Meetings which are held by private bodies or associations, in which affairs or business of the concerned private body are discussed, are called :

- | | |
|-------------------------|------------------------|
| (A) Government meetings | (B) Business meetings |
| (C) Annual meetings | (D) Emergency meetings |
-

4(v). An Indian passport having a maroon cover is issued to :

- | | |
|---|--------------------------------------|
| (A) Any Indian national | (B) Top ranking government officials |
| (C) Indians representing the Indian government on official business | (D) Non-Resident Indians |
-

4(vi). A deposit for a fixed period, in which money is deposited for a specific duration and interest on this deposit is payable at maturity and is taxable, is called :

- | | |
|-----------------------|---------------------|
| (A) Recurring Deposit | (B) Fixed Deposit |
| (C) Savings Account | (D) Current Account |
-

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

5(i). Not keeping diaries and not making 'to-do' lists is a good way to manage time. (True/False)

5(ii). Cash on delivery is one of the business solutions offered by India Post. (True/False)

5(iii). Destruction of unwanted records is done after completing the record period to :

- | | |
|-------------------------------------|---|
| (A) Dispose digital records | (B) Protect electronic documents |
| (C) Make space for future documents | (D) Classify, manage and retain digital records |

5(iv). A record of the proceedings of a meeting, which is kept to preserve a brief, accurate and clear record of the business transacted during that meeting, is called _____.

5(v). Hotel accommodation should be booked based on the executive's entitlement and preferences as well as the various facilities offered by the hotel you are planning to book. (True/False)

5(vi). A savings or current account held in India that helps NRIs manage income earned in India, such as rent, dividends or pension, on which interest earned is taxable, is called :

- | | |
|--|---|
| (A) Non-Resident Ordinary Rupee Account (NRO) | (B) Non-Resident External Account (NRE) |
| (C) Foreign Currency Non-Resident Account (FCNR) | (D) Current Account |

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

6(i). Role conflicts, organizational structures and task demands are symptoms of stress. (True/False)

6(ii). Every outgoing letter is signed by a/an _____ person.

- | | |
|----------------|----------------|
| (A) Authorised | (B) Senior |
| (C) Recognised | (D) Sanctioned |

6(iii). All relevant papers such as notes, correspondence and reports on a given subject, are stored in one file. (True/False)

6(iv). If a Chairperson moves a motion, it is required to be seconded by another member. (True/False)

6(v). The document provided by an airline, giving permission to a passenger to travel on a flight, is called :

- | | |
|-------------------|-----------------------------|
| (A) Boarding Pass | (B) Passport |
| (C) Itinerary | (D) Travel Insurance Policy |

6(vi). An investment which involves the purchase of physical assets or a significant amount of ownership/stock in a company in another country, in order to gain a measure of management control, is called _____.

Section B

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

7. Write two differences between Simple and Complex sentences.

8. Briefly explain the types of motivation and individual experiences.

9. Define Spreadsheet. Also mention any four components of a spreadsheet.

10. Define Stress Management. Also mention two ways of dealing with stress.

11. Explain two disadvantages of Electric Vehicles compared to fuel-powered vehicles, in the context of India.

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

12. Describe an Addressing Machine.

13. Differentiate between Time and Stress Management.

14. Elucidate Adjournment of a Meeting.

15. Write a note on VISA.

16. What is Online Banking and how does it work ?

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

17. Explain Stress Management. List the reasons for stress in an organization. How can stress be managed ? (Any two points)

18. What is a Meeting ? Explain the tasks of a Secretary to be performed before a meeting.

19. Briefly describe Book Index and Loose Leaf Index.

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

20. What do you understand by the Classification of Filing ? Explain any three types of the same.

21. Elaborate on the procedure for handling outgoing mail.

22. What are the requisites of a valid meeting ? List them and explain any four of them.

23. What are the different documents required for international travel ? Explain.

24. What is a Cheque ? Explain the different types of cheques.

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