

# CBSE | DEPARTMENT OF SKILL EDUCATION

## OFFICE PROCEDURE AND PRACTICE (KEY) (SUBJECT CODE 824)

### CLASS XII (SESSION 2021-2022) SAMPLE QUESTION PAPER FOR TERM - II

Max. Time Allowed: 1 ½ Hours (90 min)

Max. Marks: 30

#### General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
  - a) Questions numbers 1 to 4 are one mark questions. Attempt any three questions.
  - b) Questions numbers 05 and 06 are two marks questions. Attempt any one question.
4. Section B is of 17 marks and has 16 questions on Subject specific Skills.
  - a) Questions numbers 7 to 13 are one mark questions. Attempt any five questions.
  - b) Questions numbers 14 to 18 are two marks questions. Attempt any three questions.
  - c) Questions numbers 19 to 22 are three marks questions. Attempt any two questions
5. Section C is of 08 marks and has 03 competency-based questions.
  - a) Questions numbers 19 to 21 are four marks questions. Attempt any two questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.

#### SECTION A

(3 + 2 = 5 marks)

Answer any 03 questions out of the given 04 questions		1 x 3 = 3
Q.1	Green economy is the economy that results in improved human well-being and social equity while significantly reducing environmental risks and ecological scarcities.	1
Q.2	Green skills are the knowledge abilities, values, and attitudes needed to live in, develop and support a society which reduces the negative impact of human activity on the environment.	1
Q.3	Entrepreneurship development refers to inculcation, development, and polishing of entrepreneurship skills in a person to enable him to establish and successfully run an enterprise.	1
Q.4	Entrepreneurship is the act of setting up business and taking on financial risks in the hope of making a profit.	1
Answer any 01 question out of the given 02 questions		1 x 2 = 2
Q.5	Entrepreneurship is beneficial for society in three ways – economically, psychologically and socially.	2
Q.6	Green economy has three aims: low carbon growth, resource efficiency and society inclusion.	2

**SECTION B**

**(5 + 6 + 6 = 17 marks)**

<b>Answer any 05 questions out of the given 07 questions</b>		<b>1 x 5 = 5</b>		
<b>Q.7</b>	When two or more persons come together to discuss a specific agenda, it is called a meeting.	<b>1</b>		
<b>Q.8</b>	Advance information of meeting is called notice.	<b>1</b>		
<b>Q.9</b>	When the proposed motion is passed in the house with a majority, it is called a resolution.	<b>1</b>		
<b>Q.10</b>	When the officer travels from one place to another place by road or bus for the work of the organization, then it is called road travels.	<b>1</b>		
<b>Q.11</b>	When the officer of the institution has to go to another state or abroad by bus, train or airplane, then the ticket is booked by checking the website of the concerned organization from ticket office itself and the payment is also done online, it is called e-ticket.	<b>1</b>		
<b>Q.12</b>	The facilities provided by the bank to the general public/ account holder are called bank facilities.	<b>1</b>		
<b>Q.13</b>	The account opened by the bank for the business entities in which innumerable entries are made throughout the day is called current account.	<b>1</b>		
<b>Answer any 03 questions out of the given 05 questions</b>		<b>2 x 3 = 6</b>		
<b>Q.14</b>	<p>There are mainly two types of meetings :</p> <ol style="list-style-type: none"> <li>1. Public meeting – Public meetings are those meetings which are open to the members of the public in general. These are generally held at some public place like a park or public hall. The purpose of these meetings may be to propagate some knowledge or belief. Notice of such meetings is served by announcements in the newspapers or by posters.</li> <li>2. Business meeting – Business meetings are those meetings which are held by private bodies or associations in which affairs or business of the private body concerned are discussed. They are open to those persons only who are the members of the body or those who have been invited to attend.</li> </ol>	<b>2</b>		
<b>Q.15</b>	<p>When a person goes outside of the country for meeting, then it is called foreign trip. Following are any two documents of foreign trip:</p> <ol style="list-style-type: none"> <li>1. Passport</li> <li>2. Visa</li> </ol>	<b>2</b>		
<b>Q.16</b>	First of all, by visiting the website of the railway booking, you will see the time table and seat availability of the train concerned. After this, fill up the required information and make the payment to book the ticket.	<b>2</b>		
<b>Q.17</b>	<ol style="list-style-type: none"> <li>1. In savings account, interest is given on the deposited amount but in current account, no interest is paid by the bank.</li> <li>2. Savings account can be opened by one or more individuals, but current account can be opened only by a company or organization.</li> </ol>	<b>2</b>		
<b>Q.18</b>	When by drawing two diagonal lines from the left top side of the cheque, and is written “account pay only”, then it is called a cross cheque.	<b>2</b>		
<b>Answer any 02 questions out of the given 04 questions</b>		<b>3 x 2 = 6</b>		
<b>Q.19</b>	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>Motion</b></p> <ol style="list-style-type: none"> <li>1. Motion can be oral or written.</li> <li>2. Motion can be amended.</li> <li>3. Motion can be presented by any member present in the meeting.</li> </ol> </td> <td style="width: 50%; vertical-align: top;"> <p><b>Resolution</b></p> <ol style="list-style-type: none"> <li>1. Resolution is written.</li> <li>2. Resolution is formed after amendment.</li> <li>3. Resolution is formed after passing with majority.</li> </ol> </td> </tr> </table>	<p><b>Motion</b></p> <ol style="list-style-type: none"> <li>1. Motion can be oral or written.</li> <li>2. Motion can be amended.</li> <li>3. Motion can be presented by any member present in the meeting.</li> </ol>	<p><b>Resolution</b></p> <ol style="list-style-type: none"> <li>1. Resolution is written.</li> <li>2. Resolution is formed after amendment.</li> <li>3. Resolution is formed after passing with majority.</li> </ol>	<b>3</b>
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Q.20	<ol style="list-style-type: none"> <li>1. Get a list of committee members and pass around an attendance sheet.</li> <li>2. Note the timing when the meeting begins.</li> <li>3. Write down motions, which made them, and the results of votes, if any; also write down who seconded the motion.</li> <li>4. Make note of any motions to be voted at future meetings.</li> <li>5. Note the ending time of the meeting.</li> </ol>	<b>3</b>
Q.21	<p>A secretary has to do following tasks for his officer's foreign trip:</p> <ol style="list-style-type: none"> <li>1. Arrangement of passport / visa.</li> <li>2. Arrangement of air ticket.</li> <li>3. Hotel reservation.</li> <li>4. Documents/files required for meeting.</li> <li>5. Foreign currency.</li> <li>6. Medical checkup.</li> <li>7. List of contact numbers of concerned officers.</li> </ol>	<b>3</b>
Q.22	<p>A book provided by the bank to the account holder through which the account holder can make payment to another person or institution is called cheque book.</p> <p>Two types of cheques:</p> <ol style="list-style-type: none"> <li>1. <b>Cross cheque</b> - When by drawing two diagonal lines from the left top side of the cheque, and is written "account pay only", then it is called a cross cheque.</li> <li>2. <b>Open cheque</b> - When no other line has been put on the left side while giving the cheque and the name of the person concerned is written in the pay column, then it is called open cheque.</li> </ol>	<b>3</b>

**SECTION C  
(COMPETENCY BASED QUESTIONS)**

**(2 x 4 = 8 marks)**

<b>Answer any 02 questions out of the given 03 questions</b>																							
<b>Q.23</b>	<p style="text-align: center;">Indian Oil Limited 24, Connaught Place, New Delhi-110001 Date : 28<sup>th</sup> November 2021</p> <p style="text-align: center;"><b>NOTICE</b></p> <p>It is informed to all that the annual meeting of Indian Oil Limited will be held on 29<sup>th</sup> November, 2021 i.e. Monday at 3:30 PM in Shah Auditorium, Delhi – 110006. You all are cordially invited.</p> <p style="text-align: right;">Secretary</p> <p style="text-align: center;"><b>AGENDA</b></p> <table border="1" data-bbox="268 1563 1315 1948"> <thead> <tr> <th>Serial No.</th> <th>Programme</th> <th>Timing</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Confirmation of the minutes of the last meeting.</td> <td>3:15 PM</td> </tr> <tr> <td>2.</td> <td>Declare apologies from Directors.</td> <td>3:30 PM</td> </tr> <tr> <td>3.</td> <td>Deciding pricing strategy of gas and petrol.</td> <td>3:45 PM</td> </tr> <tr> <td>4.</td> <td>Confirmation of appointment of Environmental auditors.</td> <td>4:00 PM</td> </tr> <tr> <td>5.</td> <td>Annual Report's presentation and distribution</td> <td>4:15 PM</td> </tr> <tr> <td>6.</td> <td>Deciding date of next meeting.</td> <td>5:00 PM</td> </tr> </tbody> </table>	Serial No.	Programme	Timing	1.	Confirmation of the minutes of the last meeting.	3:15 PM	2.	Declare apologies from Directors.	3:30 PM	3.	Deciding pricing strategy of gas and petrol.	3:45 PM	4.	Confirmation of appointment of Environmental auditors.	4:00 PM	5.	Annual Report's presentation and distribution	4:15 PM	6.	Deciding date of next meeting.	5:00 PM	<b>4</b>
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<b>Q.24</b>	<p>Secretary will make hotel reservation in the following ways:</p> <ol style="list-style-type: none"> <li>1. First of all, secretary will collect information regarding officer's meeting destination, date and timing of departure etc.</li> <li>2. Visit the hotel's website.</li> <li>3. Then according to the information, reserve appropriate room for stay, taxi for travelling, food etc.</li> <li>4. After reservation, payment of booking in advance.</li> <li>5. Reminding the hotel authorities about reservation.</li> </ol>	<b>4</b>
<b>Q.25</b>	<p>Any two of the following :</p> <ol style="list-style-type: none"> <li>1. ATM: ATM is a service provided by the bank to its account holders by under which they are given a debit card. If an account holder has to withdraw money, he can withdraw it directly from ATM using the card and pin instead of going to the bank.</li> <li>2. Bank Locker: Bank locker is a service provided by the bank to its account holders. If account holder wants, then bank can provide a locker in which the account holder can keep his valuable items. Bank charges annual charge and some security deposit for this service.</li> <li>3. Fixed Deposit: Fixed deposit is a service provided by the bank to its account holders in which the account holder can withdraw unutilized money from the savings account and fixed deposit that money in the bank for 1-5 years. This gives him the benefit of increased interest.</li> <li>4. Bank Draft: It is also a service provided by bank in which if account holder has to make any payment, then instead of paying through cheque, he can give a demand draft. Paying through demand draft ensures the guaranteed payment to the person/organization concerned. Bank takes some service chargers for it.</li> </ol>	<b>4</b>