

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURE & PRACTICE (SUBJECT CODE - 824)

MARKING SCHEME FOR CLASS XI (SESSION 2023-2024)

Max. Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **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.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section has 06 questions.
 - ii. There is no negative marking.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section contains 18 questions.
 - ii. A candidate has to do 11 questions.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)				
i.	c. Confidence	NCERT textbook	Unit 1	16	1
ii.	d. team	NCERT textbook	Unit 2	85	1
iii.	d. Welcome them, introduce your family and thank them for coming	NCERT textbook	Unit 2	91	1
iv.	b. ctrl+F12	NCERT textbook	Unit 3	129	1
v.	D. business	NCERT textbook	Unit 4	167	1
vi.	d. all of the above	NCERT textbook	Unit 5	189	1
Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)				
i.	Cash register machine	CBSE study material	Unit 5	69	1
ii.	d. to arrange trips of staff	CBSE study material	Unit 1	3	1
iii.	a. Paperless office	CBSE study material	Unit 1	5	1
iv.	a. key	CBSE study material	Unit 1, 1.4	12	1
v.	b. office manual	CBSE study material	Unit 1, 1.5	16	1
vi.	c. possibilities of error	CBSE study material	Unit 1, 1.3	10	1

vii.	computer	CBSE study material	Unit 5	71	1
Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)				
i.	Franking	CBSE study material	Unit 5	76	1
ii.	d. reception	CBSE study material	Unit 2, 2.2	24	1
iii.	b. secrecy	CBSE study material	Unit 2 , 2.1	23	1
iv.	c. open office	CBSE study material	Unit 2, 2.1	21	1
v.	D. open	CBSE study material	Unit 2, 2.1	22	1
vi.	true	CBSE study material	Unit 2, 2.1	21	1
vii.	work	CBSE study material	Unit 5	63	1
Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	Time and Labour	CBSE study material	Unit 5, 5.1	63	1
ii.	a. stock register	CBSE study material	Unit 3, 3.3	44	1
iii.	c. bin card	CBSE study material	Unit 3, 3.2.3	41	1
iv.	b. non consumable stock register	CBSE study material	Unit 3, 3.3	45	1
v.	C. stock	CBSE study material	Unit 3, 3.3	44	1
vi.	A. principles	CBSE study material	Unit 3, 3.1.3	37	1
Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	Formal and informal	CBSE study material	Unit 4	49	1
ii.	Secretary	CBSE study material	Unit 4	47	1
iii.	Oral	CBSE study material	Unit 4	53	1
iv.	Non verbal	CBSE study material	Unit 4	55	1
v.	Written	CBSE study material	Unit 4	54	1
vi.	Adjustment letters	CBSE study material	Unit 6	96	1
Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	Endorsement	CBSE study material	Unit 6	111	1
ii.	Demi official letters (D.O. letter)	CBSE study material	Unit 6	107	1
iii.	Resume	CBSE study material	Unit 6	101	1
iv.	True	CBSE study material	Unit 6	88	1
v.	Business correspondence	CBSE study material	Unit 6	85	1
vi.	Enclosures	CBSE study material	Unit 6	90	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Answer any 3 out of the given 5 questions on Employability Skills in 20 – 30 words each (2 x 3 = 6 marks)					
Q. 7	1. To indicate pause 2. Comma is used for separate items.	NCERT textbook	Unit 1	33	2
Q. 8	a. Organize b. Prioritise c. Control	NCERT textbook	Unit 2	103	2

	d. Track (any two)				
Q. 9	The red wavy lines shows that the word is not spelt correctly.	NCERT textbook	Unit 3	122	2
Q. 10	A trading business does not manufacture goods or product, brings the finished goods from manufacturing units and sells them and earn revenue.	NCERT textbook	Unit 4	140	2
Q. 11	Sustainable Development: sustainable means what is good for the economy as well as the future of the environment.	NCERT textbook	Unit 5	172	2
Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)					
Q. 12	Office manager is an individual, a full time officer of an organization who is entrusted with the work of managing the office.	CBSE study material	Unit 1, 1.4	12	2
Q. 13	Office layout is one of the most important task. It is a systematic arrangement of all the physical components.	CBSE study material	Unit 2, 2.1	19	2
Q. 14	E-tendering facilitates the online submission of tender from the advertisement of the requirement till the placing of the contract.	CBSE study material	Unit 3, 3.2.1	38	2
Q. 15	Communication acts as basis of coordination. It is essential for quick and effective performance of managerial functions.	CBSE study material	Unit 4, 4.1	48	2
Q. 16	When the communication is in writing for exchange of information for the process of business purposes, it is called business correspondence.	CBSE study material	Unit 6, 6.1	86	2
Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)					
Q. 17	a. Receive an information b. To record information c. To arrange the information d. To give the information e. Public relation function f. Safeguarding assets	CBSE study material	Unit 1, 1.1	3	3
Q. 18	a. Fixing responsibility b. Standardized units of consumption- proper selection, method of purchase, proper use of stationery.	CBSE study material	Unit 3, 3.2.4	44	3
Q. 19	Open office : A large room where all the departments, staff and equipment are accommodated without partition wall is known as open office. Each department or section of an office is allotted a separate space under the same roof and separated by wooden/steel partitions. Private office : Private offices are small rooms which are separated by partitions. They cannot be dispensed completely because their work is confidential and requires privacy and concentration.	CBSE study material	Unit 2, 2.1	21,23	3
Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)					

Q. 20	<p>a. He is to determine how work in an office is to be performed.</p> <p>b. He makes himself familiar with every type of work in a company.</p> <p>c. He coordinates with all the departments of the office.</p> <p>d. He studies best way of performing work and establishes uniform work methods.</p>	CBSE study material	Unit 1, 1.5	14	4
Q. 21	<p>The office should have adequate natural light. Free flow of natural light is conducive to efficient working. Inadequate light causes strain on eyes.</p> <p>Artificial light increases cost of office maintenance. Adequate light increase efficiency and consequently the output.</p> <p>Characteristics: natural light , artificial light, individual desk light, direct light.</p>	CBSE study material	Unit 2, 2.3.2	26,27	4
Q. 22	<p>Laptop- It is a personal computer designed for mobile use. It is small and light enough to be kept on a person's lap while in use.</p> <p>Digital copying machine- It scans the text and images to create digital data and printing documents.</p> <p>Biometric machine- These are a class of employee time clock that uses a person's biological attributes to identify them rather than using a cord or some other external device.</p> <p>Fax machine- The fax service unable instant transmission of the facsimile of an entire document. It can send handwritten and printed matter as well as pictures, charts, and diagrams to different locations within or outside the country. The fax machine is to be procured and owned by the user and should be attached to the telephone line.</p>	CBSE study material	Unit 5	71, 67, 81, 77	4
Q. 23	<p>Oral communication is information spoken by mouth, the use of speech, face to face conversation or through device like mobile phones.</p> <p>Merits :</p> <p>a. Oral communication is fast.</p> <p>b. It is more personal and less formal.</p> <p>Demerits:</p> <p>a. The majority of transactions in an organization require written proof which is not possible in oral communication.</p> <p>b. It can lead to misconceptions</p> <p>written communication is a medium of communication that entails the written words in the form of letters, e mails and manuals are forms of written communication.</p> <p>Merits:</p> <p>a. There are less chance for the message to be misunderstood.</p> <p>b. Authority is transmitted more effectively with a written order.</p>	CBSE study material	Unit 4, 4.3	53-55	4

	Demerits: a. It is impersonal b. People may not always read them.				
Q. 24	<p>MUNICIPAL CORPORATION OF DELHI KIRTI NAGAR, NEW DELHI-110015</p> <p>Ref. no. G4/ACQ-II/2022-23/1631 29THMAY2022</p> <p>From A.B.C. Deputy Director</p> <p>To, The Honorary Secretary Diamond Housing society ltd. Pitampura New Delhi</p> <p>Sub: allotment of land</p> <p>Sir, In continuation of this office letter no. Dated Offering allotment of land measuring 10 acres to the society, I am to inform that MCD has proposed to allot 15 acres of land instead of 16 acres offered earlier.</p> <p>In case the society is interested in the allotment of additional land they are requested to deposit a sum of Rs. 60 crores towards the cost of additional land within 60 days from the date of issue of this demand notice failing which the offer of land will be withdrawn.</p> <p>Yours faithfully (A.B.C) Deputy Director</p>	CBSE study material	Unit 6, 6.5	106,107	4