

# CBSE | DEPARTMENT OF SKILL EDUCATION

## OFFICE PROCEDURES & PRACTICES (SUBJECT CODE - 824)

### MARKING SCHEME FOR CLASS XII (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
<b>Q. 1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>				
<b>i.</b>	Simple sentence A simple sentence is one that has only one subject and one predicate or has only one finite verb.  Eg: Emma is writing a letter.  Complex sentence A complex sentence is one, which consists of two or more coordinate clauses, joined by a coordinating conjunction  Eg: Whenever it rains, I like to wear my blue coat.	Employability skills textbook Class XII	1 Comm unicati on skills	Pg.16	2
<b>ii.</b>	Ability to continue to do something, even when it is difficult	Employability skills textbook Class XII	4 Entrpr eneurs hip	Pg.97	1

			Skills		
iii.	<p>Self-motivation is important because</p> <ul style="list-style-type: none"> <li>• It increases individual's energy and activity.</li> <li>• It directs an individual towards specific goals.</li> <li>• It results in initiation and persistence of specific activities</li> <li>• It affects cognitive processes and learning strategies used for completing similar tasks</li> </ul> <p><b>Any 2</b></p>	Employability skills combined book/Study material Class XII	2 Self management Skills	Pg.9	1
iv.	Average function	Employability skills combined book/Study material Class XII	3 ICT Skills	Pg.32	1
v.	<p>To print a worksheet, the steps are: 1. Click File &gt; Print.</p> <p>2. The Print dialog box will appear</p> <p>3. Select the printer, the range to be printed, and the number of copies.</p> <p>4. Click the Print button.</p>	Employability skills combined book/Study material Class XII	3 ICT Skills	Pg.36	2
vi.	Green jobs play a crucial role in reducing the environmental footprint of economic activity. This reduction is gradual and the different jobs contribute to different degrees. Workers manufacturing fuel-efficient or hybrid cars, for example, contribute less to reducing emissions from transport than those working in public transport systems	Employability skills combined book/Study material Class XII	5 Green Skills	Pg.62	1
<b>Q. 2</b>	<b>Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)</b>				
i.	Day to day activities-attending calls, taking dictations, transcribing, attending visitors etc.	CBSE study material	Unit 1,1.1	10	1
ii.	TRUE	CBSE study material	Unit 2,2.5	36	1
iii.	ONE MORE THAN 50%	CBSE study material	Unit 4,4.2	76	1
iv.	SECRETARIUS, CONFIDENTIAL OFFICER	CBSE study material	Unit 1,1.1	5	1
v.	ITENARY	CBSE study material	Unit 5,5.7	93	1
vi.	To help travellers by sorting through vast amount of information to help their clients	CBSE study material	Unit 5,5.5	92	1

	make the best possible travel arrangements,				
<b>vii.</b>	Weighed, postage/stamp	CBSE study material	Unit 2,2.3	30	1
<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>				
<b>i.</b>	Foreign Exchange (FOREX)	CBSE study material	Unit 5,5.10	97	1
<b>ii.</b>	Teller	CBSE study material	Unit 4,4.2	75	1
<b>iii.</b>	True	CBSE study material	Unit 3	44	1
<b>iv.</b>	E-ticketing is the process of booking the air, travel tickets online. A printout or the screenshot of the ticket alongwith an identity proof is carried at the time of travelling.	CBSE study material	Unit 5,5.4	91	1
<b>v.</b>	POSTAL INDEX NUMBER	CBSE study material	Unit 2,2.3	29	1
<b>vi.</b>	When the records are managed electronically and there is no need to create a printout of the records.	CBSE study material	Unit 3,3.4	56	1
<b>vii.</b>	Numerial	CBSE study material	Unit 3,3.2	50	1
<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
<b>i.</b>	Multi modal	CBSE study material	Unit 5,5.1	84	1
<b>ii.</b>	A	CBSE study material	Unit 1,1.5	18	1
<b>iii.</b>	True	CBSE study material	Unit 1,1.3	15	1
<b>iv.</b>	Adjourn	CBSE study material	Unit 4,4.2	77	1
<b>v.</b>	Cabinet and folders	CBSE study material	Unit 3,3.3	54	1
<b>vi.</b>	Tone Language	CBSE study material	Unit 1,1.4	17	1
<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
<b>i.</b>	Rate of interest	CBSE study material	Unit 6	101	1
<b>ii.</b>	A cheque is a bill of exchange drawn on any bank on demand.	CBSE study material	Unit 6	102	1
<b>iii.</b>	14 days	CBSE study material	Unit 4	70	1
<b>iv.</b>	Open	CBSE study material	Unit 6	102	1
<b>v.</b>	It Is a small handy book issued by the bank to a customer to record all the dealings between them.	CBSE study material	Unit 6	108	1
<b>vi.</b>	Liaison Officer	CBSE study material	Unit 1	8	1
<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
<b>i.</b>	Cash Credit	CBSE study material	Unit 6	103	1
<b>ii.</b>	The second vote cast by the Chairman in order to break a tie	CBSE study material	Unit 4,4.4	81	1
<b>iii.</b>	Secunder	CBSE study material	Unit	76	1

			4,4.2		
iv.	It is an electronic banking system that enables customers of a bank to conduct financial activities through its websites.	CBSE study material	Unit 6,6.1	101	1
v.	Dispatch Register/outgoing Register	CBSE study material	Unit 2,2.3	28	1
vi.	Messenger	CBSE study material	Unit 2,2.2	25	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
<b>Answer any 3 out of the given 5 questions on Employability Skills in 20 – 30 words each (2 x 3 = 6 marks)</b>					
Q. 7	<p>CONTACT—connect with the participant who is contributing; eye contact, open posture, and nonverbal responses.</p> <p>ABSORB—take in all aspects of the spoken message, implicit and explicit and nonverbal clues. Do not judge or evaluate.</p> <p>REFLECTIVE FEEDBACK—mirror, reflect, or feedback what you have heard and why the contributor claims to be valid.</p> <p>CONFIRM—receive confirmation from the speaker that you heard the participant’s message accurately. If not, start the method over again at the beginning by having the speaker restate their view.</p> <p><b>Any 2</b></p>	Employability skills combined book/Study material Class XII	1 Communi- cation skills	Pg.2	2
Q. 8	<p>Motivation is derived from the word ‘motive’. Thus, directing behaviour towards certain motive or goal is the essence of motivation.</p> <p><b>Intrinsic motivation</b></p> <p>It includes activities for which there is no apparent reward but one derives enjoyment and satisfaction in doing them. It occurs when people are internally motivated to do something because it brings them pleasure. They think it is important or feel what they are learning is significant. Incentives related to the motive or goal can satisfy one’s needs.</p> <p><b>Extrinsic motivation</b></p> <p>It arises because of incentives or external rewards. Lack of motivation or incentives may lead to frustration, for example,</p>	Employability skills textbook Class XII	2 Self managem- ent Skills	Pg.24	2

	employees who are kept on contractual basis for a long time may get frustrated and leave an organisation.				
<b>Q. 9</b>	Entrepreneurship is the perfect combination of art and science as it requires specific progression and procedures to be followed and also the skill to digress when required, and yet make the entire activity profitable and growth oriented.	Employability skills textbook Class XII	4 Entrepreneurship Skills	Pg.80	2
<b>Q. 10</b>	<p>• Reusing scrap material For example, in paper mills, damaged rolls are sent back to the beginning of the production line, i.e., they are added as raw material. In manufacture of plastic items, off-cuts and scrap are re-incorporated into new products.</p> <ul style="list-style-type: none"> <li>• Ensuring quality control If the quality of products is maintained, there will be a decrease in rejected products, thus, reducing waste. Automated monitoring equipment are now being used, which can help identify production problems at an early stage.</li> <li>• Waste exchange This is where the waste product of one process becomes the raw material for another. It represents the way of reducing waste disposal through re-use.</li> <li>• Managing e-waste With advanced technology, we have also encountered problems in managing e-waste like old mobile phones, laptops and television sets. It is important to have sustainable development and plan judiciously for recycling e-waste.</li> <li>• Use of eco-friendly material Scientists have discovered various material, which are eco-friendly, for example, banana leaf and paper plates that are easily disposable, etc. These must be made easily available and their use needs to be encouraged.</li> </ul> <p><b>Any 2</b></p>	Employability skills textbook Class XII	5 Green Skills	Pg.119	2
<b>Q. 11</b>	<p><b>Give reasons for the following:</b> ##### The column is not wide enough to display the value. #DIV/0! The formula contains an invalid operation,</p>	Employability skills combined book/Study material Class XII	3 ICT Skills	Pg.28	2

	i.e., division by zero.				
<b>Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)</b>					
<b>Q. 12</b>	Academic Qualification, Vocational Course of Secretarial Practice, Mastery of IT skills, Good communication skills, Knowledge of the business etc.	CBSE study material	Unit 1,1.3	14	2
<b>Q. 13</b>	A passport is issued by country's govt. that certifies the identity and nationality of its holder for the purpose of international travel whereas visa is a document issued by the country to a person thereby giving permission to visit the other county.	CBSE study material	Unit 5,5.10	95-96	2
<b>Q. 14</b>	Envelopes marked as 'personal' 'confidential' are not to be opened by the clerk.They are sent to the executive. Envelopes received by name are also sent to the concerned person.	CBSE study material	Unit 2,2.2	26	2
<b>Q. 15</b>	Saving account is an account opened by a person who wishes to save some part of his income for meeting the unforeseen expenses and future needs whereas Current Deposit account is a running account for a businessman with minimum number of restrictions. One can make any number of deposits and withdrawals in a single day.	CBSE study material	Unit 6,6.1	100-101	2
<b>Q. 16</b>	Minimum number of members required to be present in a meeting is called Quorum. It is the duty of Secretary to assess the quorum before or during the meeting. If the required quorum is not complete before the start of a meeting OR if the quorum falls below the number, it is the duty of secretary to bring this into the notice of a chairman and the meeting can be adjourned.	CBSE study material	Unit 4,4.2,4.3	75-79	2
<b>Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)</b>					
<b>Q. 17</b>	Etiquettes and manners include social behavior i.e the way we talk, the language we use and the tone with which things are said. It helps us to show respect and consideration to others and make others glad that we are with them. It creates respectful atmosphere and improves communication. It is also helpful in getting	CBSE study material	Unit 1,1.3	17	3

	better customer relationships				
<b>Q. 18</b>	<p>A Secretary performs all the secretarial work relating to a meeting. The following are the duties which a secretary has to perform before, during and after the meeting:-</p> <p><b>BEFORE THE MEETING</b></p> <p>A secretary has to :</p> <ol style="list-style-type: none"> <li>Ascertain the date, time and place of the meeting in consultation with the executive and take steps to book committee/Conference Room hotel etc. and check all logistics in the room</li> <li>Draft the notice and agenda and get it approved.</li> <li>Make arrangements of refreshments</li> <li>Keep ready the items of stationery and important documents which will be required during the meeting</li> </ol> <p><b>DURING THE MEETING</b></p> <ol style="list-style-type: none"> <li>Take attendance</li> <li>Help the Chairperson in ascertaining the quorum</li> <li>Read the notice of the meeting, apologies for absence and minutes of the last meeting etc.</li> <li>See that refreshments are served properly</li> <li>Take notes of the proceedings of the meeting</li> </ol> <p><b>AFTER THE MEETING</b></p> <ol style="list-style-type: none"> <li>Prepare draft minutes</li> <li>Follow up of the decisions taken in the meeting</li> </ol>	CBSE study material	Unit 4,4.3	79	3
<b>Q. 19</b>	<p><b>HORIZONTAL FILING</b></p> <ol style="list-style-type: none"> <li>The files are kept one above the other on the table or racks i.e in flat position.</li> <li>No special equipment is required.</li> <li>Files are kept open in racks or shelves.</li> <li>It is less costly as equipment and material required is cheap.</li> <li>It occupies more space as racks and almirahs are to be kept for keeping the files.</li> </ol> <p><b>VERTICAL FILING</b></p> <ol style="list-style-type: none"> <li>The files are kept back to back either</li> </ol>	CBSE study material	Unit 3,3.3	54	3

	<p>in hanging or suspended inside drawer in standing position.</p> <ol style="list-style-type: none"> <li>2. Special equipment like a filing cabinet and folder are required.</li> <li>3. Files are kept under lock and key.</li> <li>4. It proves to be costly as cabinets and folder are to be purchased.</li> <li>5. It occupies less space as one filing cabinet can hold many files.</li> </ol> <p>(minimum 3 points )</p>				
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**Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)**

<p><b>Q. 20</b></p>	<p><b>ELECTRONIC FUND TRANSFER:</b> It facilitates automatic transmission and processing of messages as well as funds from one bank to another bank.</p> <p><b>RTGS :</b> Real Time Gross Settlement is an electronic form of funds transfer where the transmission takes place on real time basis. The minimum amount of fund transfer in India is Rs. 2 lakhs.</p> <p><b>E-commerce:</b> Electronic Commerce is the paperless commerce where the exchange of business takes place in electronic means.</p> <p><b>NRE Account:</b> Non-Resident External account can be opened by any person who is residing outside India. NRIs having this account in India are permitted to hold and maintain foreign currency earnings in Indian Rupees.</p>	<p>CBSE study material</p>	<p>Unit 6,6.2</p>	<p>102, 109, 112, 110</p>	<p>4</p>
<p><b>Q. 21</b></p>	<p><b>MEHAR CHAND AND COMPANY</b> <b>PREET VIHAR,</b> <b>NEW DELHI</b></p> <p>Ref No.</p> <p style="text-align: center;"><b>NOTICE OF THE ANNUAL GENERAL MEETING</b></p> <p>Notice is hereby given that the Annual General Meeting of the Company will be held at the registered Office on Monday, the 10<sup>th</sup> April, 2020 at 9 am to consider the agenda items given below. All the members are requested to attend the meeting at the scheduled date and time.</p> <p><b>Agenda:</b></p>	<p>CBSE study material</p>	<p>Unit 4,4.2</p>	<p>74</p>	<p>4</p>



	<ol style="list-style-type: none"> <li>1. To consider the minutes of the last Annual General Meeting.</li> <li>2. To consider and approve reports.</li> <li>3. To consider and approve Financial Statements for the year ending 31<sup>st</sup> December, 2019</li> <li>4. To allocate surplus funds</li> <li>5. To elect Officers</li> <li>6. To transact any other General Business of the Company with the consent of Chairman.</li> </ol> <p>Please note that audited financial statements can be viewed prior to the Annual General Meeting at the official website.</p> <p>Border Secretary</p>				
<p><b>Q. 22</b></p>	<p>If the executive has to proceed on an international tour, the executive will require a variety of travel documents apart from an itinerary, meeting notes etc. The important documents required are:</p> <ol style="list-style-type: none"> <li>a) Passport: A travel document issued by a country's government which certifies the identity and nationality of a person.</li> <li>b) Visa: A document which is issued by a country to a person to formally ask the travelling country for permission with a specific reason for a stipulated amount of time.</li> <li>c) Health Documents: Documents certifying that the visitor has been properly vaccinated prior his visit as a precautionary measure, made mandatory by some countries.</li> <li>d) Travel Insurance Policy: It covers several risks associated with unfortunate events such as baggage loss, passport loss, a medical emergency or an accident.</li> <li>e) Foreign Exchange: It is exchange of one currency for another. (Any four points)</li> </ol>	<p>CBSE study material</p>	<p>Unit 5,5.10</p>	<p>95-96</p>	<p>4</p>

<p><b>Q. 23</b></p>	<p>A good filing system should have the following characteristics:</p> <ol style="list-style-type: none"> <li>1. Compactness – Filing system should be compact which means that it should not take unnecessary space.</li> <li>2. Economical – Filing system should be economical in terms of time, space, money and operation which means that the cost of installation of filing equipment should be as low as possible.</li> <li>3. Flexibility – Filing system should be flexible so that it can be expanded or contracted in case of need.</li> <li>4. Easy Location – The record should be placed at that place where it should be easily located when required for reference without any delay.</li> <li>5. Safety – It should be such that proper safety of records is ensured from dust, water, fire, thefts, insects etc.</li> </ol> <p>(Any four features)</p>	<p>CBSE study material</p>	<p>Unit 3,3.2</p>	<p>47</p>	<p>4</p>
<p><b>Q. 24</b></p>	<p>E-Mail or Electronic Mail is the mail which is received or sent out with the help of fax, mobile phone etc. via a network. In this, the mail is addressed by name or individual's e-mail address.. Its advantages are:</p> <ol style="list-style-type: none"> <li>1. Speedy delivery – E mails are delivered extremely fast when compared to other posts.</li> <li>2. Economy – When using broadband, each email sent is effectively free.</li> <li>3. Possibility of use of pictures, demonstrations etc. : Mails can be sent in any form i.e. pictures, presentations, graphs etc. by attaching a file to the mail.</li> <li>4. Security – Emails are more secured from the safety point of view as compared to other mails as it is received directly in the recipient email address only.</li> <li>5. Automated record management: The documents are recorded automatically when received as they are saved in the concerned folders/files only when</li> </ol>	<p>CBSE study material</p>	<p>Unit- 2, 2.2</p>	<p>31-32</p>	<p>4</p>

	<p>downloaded. (any two points) Disadvantages</p> <ol style="list-style-type: none"><li data-bbox="300 282 810 353">1. The recipient needs access to the internet to receive email.</li><li data-bbox="300 360 810 474">2. Viruses can be spread easily which can prove to be a threat to the record.</li></ol>				
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