

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURES & PRACTICES (SUBJECT CODE 824)

Blue-print for Sample Question Paper for Class XII (Session 2024 - 2025)

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.1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i.	(b) Exchange of information	1
ii.	(d) All of the above	1
iii.	(a) File> Save As> Type file Name> Save	1
iv.	(c) Perseverance	1
v.	(a) skill Development and entrepreneurship	1
vi.	(c) Password	1
Q.2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	Meaning of Mail: Mail is a form of written communication, message, letter, report, notice, and circular sent out or received in an organization with the help of an agency.	1
ii.	(b) Secretarius	1
iii.	(d) Administration and retention of records	1
iv.	c) Aid of filing	1
v.	Reasons for Stress in an organization <ul style="list-style-type: none"> • Task demands • Role conflicts • Organizational structures • Leadership • Individual factors (health, relationship, family etc.) Any two 	1
vi.	d) All of the above	1
vii.	True	1
Q.3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	b) Destroyed	1
ii.	Electronic Mail or E-mail: E-mail messages may be sent to one or more recipients at a time. An e-mail message consists of two parts: the message header and message body. The message header contains space for email address (s) and subject. The content of the mail is written in the message body.	1
iii.	(d) All of the above	1
iv.	c) A and B both	1
v.	official tour	1
vi.	BANK OMBUDSMAN: Bank Ombudsman is the authority to look into complaints against Banks in the main areas of collection of cheque/bills, issue of demand drafts, non-adherence to prescribed hours of working, failure to honour guarantee/letter of credit commitments, operations in deposit accounts and also in the areas of loans and advances where banks flout directions/instructions of RBI. This Scheme was announced in 1995 and is functioning with new guidelines from 2007. This scheme covers all scheduled banks, the RRBs and co-operative banks.	1
vii.	“Bank Acts as Trustee and Executor”: Banks preserve the ‘Wills’ of their customers and execute them after their death	1
Q.4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	(b) senior executives	1
ii.	Time-bound	1
iii.	(d) All of the above	1
iv.	(d) All of the above	1
v.	Pass book is a small handy book issued by bank to the customers to record all the dealings between them. Now-a-days, printed statements of accounts are also being issued by a bank instead of pass book.	1

vi.	REAL TIME GROSS SETTLEMENT (RTGS) : It means an electronic form of funds transfer where the transmission takes place on a real time basis. In India, transfer of funds with RTGS is done for high value transactions, and at present, the minimum amount being Rs 2 lakh. The beneficiary account receives the funds transferred, on a real time basis.	1
Q.5 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)		
i.	b) National Electronic Funds Transfer	1
ii.	True	1
iii.	Mail room equipment's: (a) Letter Opening Machine (b) Folding and Inserting Machine (c) Sealing Machine (d) Addressograph Machine (e) Franking Machine (answer any two)	1
iv.	b) proxies not including while counting the Quorum of the meeting	1
v.	PIN (Personal Identification Number): Generally, a four-character number or word, the PIN is the secret code given to credit or debit cardholders enabling them to access their accounts. The code is randomly assigned by a bank to their customers. It is intended to prevent unauthorized use of the card while accessing a financial service terminal.	1
vi.	B) 6	1
Q.6 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)		
i.	(c) Value Payable Post	1
ii.	Options for Saving your Electronic Files There are many ways to store your e-files. Some of the ways are: a) USB Flash Drive b) Hard Disk c) Save to desktop & send as an email attachment d) Sign up for free online file storage e) Sign up for free online word processor and spread sheets (Any two)	1
iii.	a) Only special business is transacted at EGM	1
iv.	Personal Qualities of a Secretary: 1. Adaptability 2. Courtesy 3. Punctuality 4. Tactfulness (any two)	1
v.	Online sites of book tickets on 1. goibibo, 2. yatra.com, 3. cleartrip.com, 4. makemytrip.com, 5. Expedia etc. (any Two)	1
vi.	True	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)

Answer each question in 20 – 30 words.

Q.7	Non-verbal communication means, without using “word” if you are sending any information to others is known as non-verbal communication, some of the examples is (i) Eye contact (ii) Gestures(iii) Expressions (iv) Posture(v) Space (vi) Touch	2
Q.8	<p style="text-align: center;"><u>The five factors model of personality development:</u></p> <p>1. Openness: Individuals with openness to experience are, generally, creative, curious, active, flexible and adventurous. If a person is interested in learning new things, meeting new people and making friends, and likes visiting new places, the person can be called open-minded.</p> <p>2. Consciousness: Individuals, who listen to their conscience, are self-disciplined, do their work on time, take care of others before themselves and care about others’ feelings.</p> <p>3. Extraversion: Extroverts are individuals, who love interacting with people around and are, generally, talkative. A person, who can easily make friends and make any gathering lively, is confident and an extrovert.</p> <p>4. Agreeableness: Individuals having such a trait are, generally, kind, sympathetic, cooperative, warm and considerate. They accommodate themselves in any situation. For example, people who help and take care of others are, generally, agreeable.</p> <p>5. Neuroticism: Neuroticism is a trait, wherein, individuals show tendency towards anxiety, self-doubt, depression, shyness and other similar negative feelings. People, who have difficulty in meeting others and worry too much about things, show signs of neuroticism.</p>	2
Q.9	<p>Entrepreneurship is the act of setting up and running a business, and taking risks in order to earn profits. In their daily operation, entrepreneurs handle a wide range of problems.</p> <ul style="list-style-type: none"> • Creativity: an entrepreneur must believe in their ability to come up with new ideas to solve a problem. • Innovation: in innovation entrepreneur think up new ideas and coming up with ways to make them work in real life. • Critical thinking: An entrepreneur always thinks differently when he/she is faced with a problem or risk. He/she never worry about the problem/risk they always try to find out the Optimus solution. 	2
Q.10	<p><u>Green jobs in eco-tourism:</u> Eco-tourism is intended to provide an experience to visitors to understand the importance of conserving resources, reducing waste, enhancing the natural environment and reducing pollution. This helps improve public image as the visitors feel good about being in an environment friendly place. Green jobs in eco-tourism include</p> <p>1. eco-tour guides 2. eco-tourism operators.</p>	2
Q.11	<p>The steps to delete cells in Calc</p> <ul style="list-style-type: none"> • Select the range of cells and you want to delete. • After that go to Edit menu and go to Delete cells option. On clicking on which the dialog box of delete cells will open. • In this you can make your selection accordingly. After selecting any option, click on OK. <p style="text-align: center;">Or</p> <p>Shortcut key to insert cells is CTRL++.</p>	2

Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)

Q.12	<p><u>Routine Office Duties</u></p> <ol style="list-style-type: none"> 1. Do correspondence with other organizations on the instructions of the executive. 2. Attending to liaison duties like telephone calls, visitors, handling enquiries. 3. Organizing and conducting meetings (preparation and issue of notice and agenda, making seating and refreshment arrangements, keeping ready all the documents 	2
Q.13	<p><u>Dispatch Register or Mail Outward Register:</u></p> <p>A register is maintained to keep a record of all outward letters. This register is called dispatch register. The dispatch register serves as evidence of letters sent and exercise a control over expenditure on postage and stamps. The dispatch register has seven columns to record:</p> <ol style="list-style-type: none"> 1. Serial No. of the letters sent out. 2. Date on which the letter is sent. 3. The person to whom letter is sent. 4. Subject matter of the letter sent in brief. 5. No. of enclosures, if any. 6. Nature of posting whether registered or ordinary. 7. The amount of stamps used. 	2
Q.14	<p><u>Meaning of Meeting</u></p> <p>A meeting may be defined as a gathering or assembly or getting together of a number of persons for transacting any lawful business, discussing certain matters of concern, making recommendations or taking decisions. In other words, a meeting is “any focused conversation which has usually a specific agenda.” There should be at least two persons to constitute a meeting, as a concurrence or coming together of at least a quorum of members in order to transact either ordinary or special business of the company.</p>	2
Q.15	<p>1. Travel agencies help travelers by sorting through vast amounts of information to help their clients make the best possible travel arrangements. Travel agents offer advice on destinations and make arrangements for planning itineraries, transportation, hotel accommodations, car rentals, city tours, etc. for their clients.</p> <p>2. Travel agents are also expected to be able to advise travellers about their destinations, such as the weather conditions, local ordinances and customs, attractions, and exhibitions. For those travelling internationally, the agents also provide information on customs regulations, required documents (passports, visas, and certificates of vaccination), travel advisories, and currency exchange rates. In the event of changes in an itinerary in the middle of a trip, travel agents intervene on the traveller's behalf to make alternative booking arrangements, which avoids lots of inconveniences.</p> <p>3. Some travel agencies specialize in commercial and business travel only an executive has to proceed on an international tour, he/she will require a variety of travel documents apart from an itinerary, meeting notes and so on. The necessary documents needed for a tour to foreign countries include:</p> <ol style="list-style-type: none"> 1. Passport 2. Visa 3. Health documents 4. Travel Insurance Policy 5. Foreign Exchange <p>1. A-LA-CARTE TOURS PVT. LTD. 2. 3E Holidays DMC: 3. A.G. TOURS (P) LTD.</p>	2
Q.16	<p><u>online Banking vs Mobile Banking:</u></p> <p>ONLINE BANKING</p> <p>Online banking, also known as internet banking, e-banking or virtual</p>	2

	<p>banking, is an electronic banking system that enables customers of a bank or other financial institutions to conduct a range of financial activities through its website. The online banking system will typically connect to or be part of the core banking system operated by a bank and is in contrast to branch banking which is the traditional way customers accessed banking services.</p> <p>MOBILE BANKING</p> <p>Mobile banking is a service provided by a bank or other financial institution that allows its customers to conduct financial transactions remotely using a mobile device such as a mobile phone or tablet. It uses software, usually called an app, provided by the financial institution for the purpose. Mobile banking is usually available on a 24-hour basis. Some financial institutions have restrictions on which accounts may be accessed through mobile banking, as well as a limit on the amount that can be transacted.</p>	
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Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)

<p>Q.17</p>	<p>The stress may be managed with the following ways:</p> <ol style="list-style-type: none"> 1. Express your feelings about the situation to the concerned person or another trustworthy person. Any grievances or problems should be discussed and sorted out. 2. Proper time management is very important. Prioritize your tasks according to importance/ urgency 3. Prayer and meditation should be done regularly. It helps to improve concentration. <p style="text-align: center;">Or</p> <p>a) False 1 b) No 1 C) True 1</p>	<p>3</p>
<p>Q.18</p>	<p><u>Chronological filing System</u></p> <p>Chronological filing is commonly used in various legal settings, such as law firms, courts, insurance, banking, school, college and government agencies, where the accurate and timely retrieval of documents is crucial for legal proceedings and administrative purposes.</p> <p>Advantages/Merits of Chronological Filing System:</p> <p>A chronological filing system is good for overall classification because records may be separated month-wise, this system has the following points to its merit.</p> <ol style="list-style-type: none"> 1. Speedy location of records is possible. 2. Simple to operate. 3. Less expensive because ordinary files are sufficient to preserve the records under this system. <p>Disadvantages/Demerits of the Chronological Filing System</p> <ol style="list-style-type: none"> 1. This system is suitable only for small business enterprises. 2. This system is not useful when exact dates are not known. 3. Incoming letters are separated from outgoing replies. Hence the history of a particular transaction cannot be ascertained at a glance. <p style="text-align: center;">Or</p> <p><u>Characteristics of a good filing system:</u></p> <ol style="list-style-type: none"> 1. Simplicity: The system should be simple so that the employees concerned may operate it without any difficulty. 2. Accessibility: The system should enable files to be easily located and papers to be inserted in files without disturbing the arrangement. 3. Compactness: The filing section should occupy reasonable space in view of the cost implication of large space. 4. Economy: The cost of installation and operation of the system should be 	<p>3</p>

	<p>proportional to the benefits derived from it.</p> <p>5. Flexibility: The system should be capable of expansion as the activities of the organization expand.</p> <p>6. Safety: The records should be safe and available whenever they are needed. There should not be any danger regarding insects, rain and mishandling. Filing of Doc</p>	
Q.19	<p>Notice of Meeting: Meeting must be convened by a proper notice issued by the proper authority. It means that the notice convening the meeting must be properly drafted according to the Act and the rule, and must be served on all members who are entitled to attend and vote at the meeting.</p> <p>Notice shall specify the Place (Venue), Date, Time, Agenda of the meeting and shall contain a statement of the business to be transacted.</p> <p>Requisites of Valid Meeting: Any Irregularity in the procedure followed for convening and conducting a meeting will be invalidate the proceedings of the meeting. Business transacted at the meeting is to be valid and legally binding, the meeting itself must be validly held.</p> <ol style="list-style-type: none"> 1. It is properly convened (a. Proper authority b. Proper Notice) 2. It is properly constituted (a. Proper chairman elected b. Quorum) 3. It is properly conducted (Validly conducted according to the Act/Rules) 	3

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

Q.20	<p>Handling of incoming mail:</p> <p>1. Receiving Mail: Mailing Clerk is entrusted with the task of receiving the mail and providing acknowledgement of the receipt, wherever necessary. In case, the mail is to be received from Post Box or Post Bag, a person is deputed to collect the same from the Post Office once or twice a day.</p> <p>2. Sorting Mail: Receiving the mail, it is necessary to sort the received mail so that mail marked as Private, Personal, Secret, Confidential etc. are not opened. Trays or racks used for sorting mail have the name of the departments clearly marked on them.</p> <p>3. Opening Mail: A paper knife is generally used for opening envelopes. In case of large mail, a Letter Opening Machine is helpful as it improves efficiency and opens the mail neatly.</p> <p>4. Examining Contents and Stamping Mail: Examining of contents is done to again s Examining of contents of mail also help to know if any of the enclosures of the letter received are missing. In such cases, the facts are recorded on the letter ort out the mail which needs immediate action so as to accord priority.</p> <p>5. Recording Mail: An Incoming Mail Register is maintained to make a brief record of all the incoming mail.</p> <p>6. Distributing Mail: The recorded mail is segregated department-wise and immediately distributed to the concerned departments by a peon or messenger</p> <p>7. Follow-up Action: In business houses, it is ensured that every mail received should be disposed-off within maximum 3-4 days, wherever possible.</p>			4								
Q.21	<p>Distinction between Horizontal filing and Vertical Filing</p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Basis of distinction</th> <th>Horizontal Filing</th> <th>Vertical Filing</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Placing of letter</td> <td>In this method the letters are kept in flat position</td> <td>In this method the letters are kept in standing position</td> </tr> </tbody> </table>			S. No	Basis of distinction	Horizontal Filing	Vertical Filing	1	Placing of letter	In this method the letters are kept in flat position	In this method the letters are kept in standing position	4
S. No	Basis of distinction	Horizontal Filing	Vertical Filing									
1	Placing of letter	In this method the letters are kept in flat position	In this method the letters are kept in standing position									

2	Time taken for filing	It is a time-consuming method	The letters are filed quickly
3	Safety	The letters are properly kept in files, so there is no fear of letters being lost	The letters are not tied inside the folders. There is a possibility of letter being lost
4	Elasticity	This method is less elasticity with increase in number of customers new system used	This method of filing is elasticity with increase in number of customers more folders can be easily added
5	Cost/ Economy	Horizontal filing system is less costly	Vertical system of filing is costly

Q.22

specimen of notice and agenda for the Annual General Meeting of K & K Technologies (India) Limited.

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K & K Technologies (India) Limited
registered office: A - 45 Okhla Industrial Area Phase - I, New Delhi – 110020

NOTICE

Notice is hereby given that the 25Th Annual General Meeting of the shareholders/ members of K&K Technologies (India) Limited, will be held at registered office of the company on Saturday 25Th January 2025 at 1:00 PM to transact the following business:

AGENDA

1. To read out the notice of the meeting
2. To receive and adopt the Directors' Annual Report and the Annual Accounts.
3. To receive and adopt the Auditors' Report on the Account and Balance Sheet.
4. Chairman to deliver his address.
5. To declare dividends as recommended by the directors.
6. To elect two directors in place of those retiring by rotation.
7. To appoint the Company's New Auditor for the current year.
8. Vote of thanks.
9. Chairman to declare meeting closed.

A member entitled to attend and vote at the meeting is entitled to appoint one or more proxies to attend and vote instead of himself and the proxy need not be a member of the company.

The transfer Book of the company will be closed on 30 December 2025 and will re-open on 15 January 2025

All the shareholders are requested to attend

**By order of the Board,
Rakhi
Secretary**

OR

The duties of a secretary before, at and after an AGM

Before meeting

1. Make Arrangement for the preparation of the annual account, Directors' Report and auditor's Report
2. Draft the notice and agenda
3. Make Arrangement for the printing of notice and agenda, annual account, Directors' Report and auditor's Report, proxy form
4. Send notice of the AGM along with annual account, Directors' Report and auditor's Report, proxy form.
5. The transfer Book of the company will be closed, list of member/ dividend list
6. Scrutinise the proxy form received and countersign them.
7. Keep ready all registers and papers which may have to be required.
8. See that necessary seating arrangements are made and services of a recognized news agency secured
9. Make Arrangements for refreshments etc.

At Meeting

1. Ensure that the entry card/slips/notices are duly collected at the gate and no unauthorized person is allowed to enter.
2. Help the Chairman to ascertain whether quorum is present or not.
3. Read the notice convening the meeting, letter of apology for absence and reports of Directors and Auditors.
4. Submit copies of MoA/AoA and provide any other information
5. Assist the Chairman in conducting the meeting, voting, counting of votes etc.
6. Take notes of the proceedings of the meeting and record verbatim the terms of all resolutions passed.

After Meeting

1. Prepare minutes from the notes taken during the meeting, and submit them to the Chairperson for approval and signature within 30 days from the date of the meeting.
2. Send the information of appointments or re-appointments to the directors and auditors
3. Make arrangement for execute the decision.

Q.23

Points must be kept in mind while preparing an itinerary:

1. The time and place of departure and arrival.
2. The mode of travel preferred.
3. Sequence of visits.
4. Hotel Accommodation (Motel is a roadside hotel designed primarily for motorists usually situated on highways).
5. Conveyance between hotels and railway stations/airports.
6. Appointments and meetings of the executive.

Sincere planning and thoughtful consideration on the executive's preferences, comfort and convenience is primarily necessary while preparation of itinerary. Once basic planning done, final approval of the executive is necessary before making any specific engagements and bookings.

ITINERARY OF MR. ANUJ SHAH GENERAL MANAGER

Date/Time Departure Station Arrival Station Train No. / Purpose Remarks

Flight No.

4

Q.24

General utility services provided by Banks:

- a) Locker Facility
- b) Credit Cards
- c) Debit Cards
- d) Letter of Credit
- e) Collection of Statistics
- f) Underwriting Securities
- g) Merchant Banking
- h) Automated Teller Machine

Steps on how to open a Saving Deposit Account:

- 1. Choose your Banking Partner to open a saving account.**
- 2. Fill in the application form. You may have the option to apply in person, by Mobile, or online.**
- 3. Collect documents required for opening a saving account.**
 - a. Proof of identity
 - b. Proof of address
 - b. PAN card
 - d Aadhar Card
 - e. latest passport-size photographs
- 4. Get KYC done**
 - a. PAN Card
 - b. Aadhar Card
 - c. letter of bank (address verification)
- 5. Explore the saving account options**
 - a. Easy Access saving Account
 - b. Prime Saving Account
 - c. Senior citizen Saving Account
 - d. Joint Account (either or servile)
 - e. Recurring Deposit Account
- 6. Deposit initial amount in newly account opening pay in slip Rs. 1000/2500 /5000/10000**
- 7. Banker issue Account No, Bank Pass Book, cheque book, ATM card/ Debit Card**

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