

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

PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	Communication Skills - IV	1	1	2
2	Self-Management Skills - IV	1	1	2
3	Information and Communication Technology Skills - IV	2	1	2
4	Entrepreneurial Skills - IV	1	1	2
5	Green Skills - IV	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	07
Total Mark		1x4=4	2x3=6	10 Marks

PART B - SUBJECT SPECIFIC SKILLS (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1	Introduction To Secretarial Practice	6	1	1		11
2	Handling The Mail	5	1	-	1	11
3	Filing & Indexing	4	-	1	1	11
4	Arranging Meetings	6	1	1	1	15
5	Travelling Arrangements	5	1	-	1	11
6	Banking Services	6	1	-	1	12
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		Any 26	Any 3	Any 2	Any 3	34
TOTAL MARKS		26x1=26	3x2=6	2x3=6	3x4=12	50 Marks

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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.	Communication is _____. (a) Speaking (b) Exchange of information (c) Listening (d) Telling	1
ii.	Identify the process in which decisiveness can be developed. (a) Knowing yourself (b) Problem solving (c) analyze the opportunity (d) All of the above	1
iii.	Which is the correct step to save a presentation? (a) File> Save As> Type file Name> Save (b) File >Template > Save As Template (c) File> Close> Save> Ok (d) File> Open> File name > Open	1
iv.	_____means is not to give up and keep going even when a difficult situation comes up. (a) Motivated (b) Respect (c) Perseverance (d) None of the above	1
v.	_____ policy of the Indian government which aims to meet the challenge of skilling people at scale with speed and standard (quality). (a) skill Development and entrepreneurship (b) Skill Development and Education (c) Skill Development and Economy (d) None of the above	1
vi.	Ms. Priyanka is sharing the computer with other employees and staff; she may want to protect her date. She may not want anyone else to open and make changes to her work. She can do this by protecting her spreadsheet using a _____. (a) Read Only (b) Track change (c) Password (d) None of the above	1
Q.2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	What is the meaning of Mail?	1
ii.	The word Secretary is derived from the Latin word _____ which means "a confidential person" (a) Personal Assistant (b) Secretaries (c) private secretary (d) Legal Person	1
iii.	Filing relates to (a) Keeping the files (b) Creating the records (c) Supply the records (d) Administration and retention of records	1

iv.	Indexing is an important (a) Method of filing (b) Method of keeping accounts (c) Aid of filing (d) Aid of bank	1
v.	What are the reasons of Stress in an organization?	1
vi.	Find the correct meaning of casting vote (a) Veto power of vote (b) Deliberative vote (c) Chairman to cast extra vote (d) All of the above	1
vii.	Before your officer's departure on tour, he/she should have with him/her, among other things, a complete list of persons whom he/she wants to meet during the tour. (True/False)	1
Q.3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	All dead records should be _____ as per organizational policies. (a) Deleted (b) Destroyed (c) Different (d) Developed	1
ii.	What is Electronic Mail or E-mail?	1
iii.	The different types of Secretaries are: (a) Private Secretary (or Professional Secretary) (b) Secretary to a Club or an Association (c) Company Secretary (d) All of the above	1
iv.	Chairman empowered to adjourn a meeting under which circumstances: (a) When the meeting becomes disorderly (b) When a Quorum is not present (c) A and B both (d) When the chairman win the election	1
v.	All travel expenses incurred like travel ticket, car rental, hotel accommodation; meal allowances, etc. are reimbursed to the executive when he is an/a _____. (personal tour/ official tour)	1
vi.	What do you mean by BANK OMBUDSMAN?	1
vii.	"Bank Acts as Trustee and Executor". Explain this statement.	1
Q.4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Usually, every Private Secretary has to directly report to _____ in an organization. (a) lower level (b) senior executives (c) executives (d) Lower Divisional Clark	1
ii.	Speed Post is a very high-speed express service for letters and documents with _____ delivery across the nation and around the world.	1
iii.	What is a point of order? a) Question regarding the procedure of meeting b) Raise objection of some irregularity in the procedure of meeting c) Member may draw attention that there is no Quorum d) All of the above	1

iv.	Choose modes of travel a) Railway b) Air c) Private Car, Taxi or Cabs d) All of the above	1
v.	What do you mean by pass Book of Bank?	1
vi.	What is real-time gross settlement (RTGS)?	1
Q.5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Which one of the following is the correct full form of NEFT a) National Electronic File Transfer b) National Electronic Funds Transfer c) National Energy Fund Transformer d) National Emergency Fund Transition	1
ii.	To perform the secretarial duties with confidence and efficiency, a Private Secretary requires many qualities and skills as well as a wide general education. (True /False)	1
iii.	Write in brief about the mail room equipment.	1
iv.	Which among the following statements is true a) AGM will be held at every company b) proxies not including while counting the Quorum of the meeting c) company secretary need not attend the meeting d) Members of a company can attend AGM and Board meetings of the company	1
v.	What is pin in banking?	1
vi.	How many passengers' entry is permissible in one reservation/cancellation form a) 4 B) 6 c) 10 d) 12	1
Q.6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Find the correct full form of VPP: (a) Vital Permanent Property (b) Vertical Postal Personnel (c) Value Payable Post (d) Value paid Post	1
ii.	By how many ways you can store your e-files?	1
iii.	Which one of the following statements is true? a) Only special business is transacted at EGM b) Both ordinary and special business are transacted at EGM c) Only special business is transacted at AGM d) All of the above	1
iv.	Write any two Personal Qualities of a Secretary?	1
v.	Online air ticket booking sites have been provided by airlines and booking agents. Write any two the names of the sites used for booking online air ticket.	1
vi.	Motion can be altered or amended before it is voted upon (True/False)	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	What is non-verbal communication?	2
Q.8	What are the five factors model of personality development?	2
Q.9	What are the different ways in which an entrepreneur can think to solve any problems?	2
Q.10	What is a green job in eco-tourism?	2
Q.11	How to Delete cells in Calc?	2

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

Q.12	Write any two Routine Office Duties of the secretary.	2
Q.13	Define the Dispatch Register or Mail Outward Register.	2
Q.14	What do you mean by the Meeting?	2
Q.15	“A good travel agent can save endless hours of searching the travel information. They protect clients’ interest by providing the best possible services at the most economical rates and offering special discounts”. Explain the function of travel agent in case of overseas travel tour planning.	2
Q.16	What is the difference between online Banking and Mobile Banking?	2

Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)

Q.17	How can you manage Stress? Or The position of the company secretary is that of: a) an officer of the company (True/ False) b) A servant or mere employee of the company (Yes/No) c) A chief administrative officer of the company (True/ False)	3
Q.18	What types of organizations should follow the chronology of the filing system? Also, discuss its advantages and disadvantages. Or Describe the chief characteristics of a good filing system.	3
Q.19	What is a notice of a meeting? Mention the Requisites of a valid Meeting.	3

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

Q.20	If mail is received manually/physically then describe the procedure generally followed in handling incoming mail.	4
Q.21	How horizontal filing differs from vertical filing? Give various equipment’s used in both types.	4
Q.22	You have been appointed as the Secretary of this company, your suitable name is Rakhi, prepare a sample of notice and agenda for the 25th Annual General Meeting of K&K Technologies (India) Limited. The meeting will be held on Saturday 25th January 2025 at 1:00 PM at the registered office of the Company at A – 45 Okhla Industrial Area Phase – I, New Delhi – 110020. Or Describe the duties of a secretary before, at and after an AGM.	4
Q.23	What things should be kept in mind while planning an itinerary? Draft an itinerary for your boss MR. ANUJ SHAH GENERAL MANAGER	4
Q.24	Describe the general utility services provided by banks. Which process do you follow to open a savings account in a bank?	4