

MARKING SCHEME 2018
कर्यालय कार्यविधि एवं अभ्यास
OFFICE PROCEDURE & PRACTICE
विषय कोड 604
SUBJECT CODE 604

अधिकतम अंक : 60

M.M 60

General Instructions

- I. The marking scheme carries only suggested value points for the answers. These are only guidelines and do not constitute the complete answer. The students can have their own expression and if the expression is correct, the marks be awarded accordingly.
- II. As per orders of the Honourable Supreme Court, the candidates would now be permitted to obtain photocopy of the Answer Book on request on payment of the prescribed fee. All Examiners / Head examiners are once again reminded that they must ensure that evaluation is carried out strictly as per value points for each answer as given in the Marking Scheme.
- III. All the Head Examiners/Examiners are instructed that while evaluating the answer scripts, if the answer is found to be totally incorrect, the (x) should be marked on the incorrect answer and awarded "0" marks.

PART I

Ans 1 Handling the inward and outward mail of an organisation in a separate

- mailing department. (2)
- Ans 2** Before inserting in the letter opening machine,
(a) shake the envelope to move the content to the other side,
(b) insert the envelope in the machine in such a way that a thin edge of the envelope is cut open. (2)
- Ans 3** Outgoing mail containing expensive or important mail is insured before despatch so that in case of loss or damage in transit, the sender can be reimbursed for the loss. (2)
- Ans 4** (a) Difficulty in retrieval of record.
(b) Limited scope for expansion.
(c) Any other point. (2)
- Ans 5** (a) Facilitates the location of required files and papers,
(b) Provides a condensed record of customers and other business associates. (2)
- Ans 6** Records the arrival & departure of all employees. (2)
- Ans 7** Transmitting personal & business related messages with or without attachment, from one computer operating system to one or more users with the help of internet.
(Any other correct explanation) (2)
- Ans 8** In a meeting when votes in favour and against a motion are equal, an additional vote is cast by Chairman to facilitate the decision.
Only Chairman has the power to exercise this vote. (1,1)
- Ans 9** **Motion** is a proposal presented to members in any meeting.
Any motion after being voted upon and passed by majority is termed **Resolution**. (2)
- Note:** (Since English medium and hindi medium questions are different, marks may be given to a student who has answered either of them correctly.)
- Ans.10** (1) Get the signatures of the Chairman on the minute book.
(2) Ensure compliance of decisions taken /resolution passed in the

meeting. (2)

Any other point.

PART-II

Ans. 11 (1) Preparation of mail.

(2) Referencing and signature.

(3) Entering in despatch register.

(4) Folding and inserting in envelopes.

(5) Sealing and stamping.

(6) Posting or delivery. (4)

Ans. 12 (a) Specialisation.

(b) Efficiency due to saving in office space and cost of equipment.

(c) Uniformity and standardisation.

(d) Speedy location and delivery of files.

(Any other point) (4)

Ans. 13 (a) Selection of appropriate machine of purchase and maintenance.

(b) Cost and utility.

(c) Suitability and adaptability.

(d) Maximum utilization.

(e) Latest version.

(f) Sufficient quantity.

(Any four) (4)

Ans. 14

(a) Increase in efficiency.

(b) Standardisation.

(c) Accuracy and speed.

(d) Relieves monotony.

(e) Enhances goodwill.

(f) Prevents fraud.

(g) Control.

(h) Saves time and effort. (4)

Ans.15 Incoming calls

Greeting and introduction, polite conversation, attentive listening, noting of message, connect with the concerned person if available

Outgoing calls

Collect details of message and information about person to be called, dial the number carefully, polite introduction, Apologise in case of wrong dialling. (2,2)

Ans.16 (a) Effective communication.

(b) Clarity.

(c) Record and proof of communication.

(d) Preserve of both parties not essential. (4)

Ans.17 Letters written to enquire about the quality, price, quantity and business terms and conditions.

Contents :

(a) Clear description of goods/items required.

(b) Demand of catalogue, price list and business terms and conditions.

(c) Demand for sample if necessary.

(d) Indication of payment terms - cash or credit.

(e) Indication of present and future quantity likely to be ordered.

Any other relevant information. (1,3)

Ans.18 Entry of date,time and place of meeting, main purpose of convening the meeting,name or kind of meeting, list of names of Chairperson and members present, total number of present members for ascertaining quorum, details of motions and members participating in debate on motions, details of members in favour or against the motion,(if available), record details of resolutions, numbering the pages, signature of Chairperson. (4)

Ans.19 Maximum number of members required to be present for conduct of a

properly constituted meeting.
To make the decision of the meeting applicable to all. (1,3)

PART-III

- Ans. 20** (a) Alphabetical Classification
(b) Numerical Classification
(c) Terminal digit filing
(d) Alpha-numerical system
(e) Geographical method
(f) Subject wise classifications
(g) Chronological Classification (3,3)

Explanation of any two methods with advantages and disadvantages.

- Ans. 21** Effective leadership, coordination, improvement in quality and efficiency, contact with outer environment, quick decisions, enhanced goodwill. (6)
- Ans. 22** (a) Notice - Information about date, time, place and agenda.
(b) Agenda - List of things to be done or business to be transacted at a meeting.
(c) Adjournment of a meeting - Postponing a meeting for a short duration or indefinitely. (2,2,2)