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Senior School Certificate Examination

March 2019

Marking Scheme – Office Procedures & Practices (604)

General Instructions: -

1. You are aware that evaluation is the most important process in the actual and correct assessment of the candidates. Small mistake in evaluation may lead to serious problems which may affect the future of the candidates, education system and teaching profession. To avoid mistakes, it is requested that before starting evaluation, you must read and understand the spot evaluation guidelines carefully. **Evaluation is a 10-12 days mission for all of us. Hence, it is desired from you to give your best in this process.**
2. Evaluation is to be done as per instructions provided in the Marking Scheme. It should not be done according to one's own interpretation or any other consideration. Marking Scheme should be strictly adhered to and religiously followed. **However, while evaluating, answers which are based on latest information or knowledge and innovative may be assessed and marks be awarded to them.**
3. The Head-Examiner must go through the first five answer books evaluated by each evaluator to ensure that evaluation has been carried out as per the instructions given in the Marking Scheme. The remaining answer books meant for evaluation shall be given only after ensuring that there is no significant variation in the marking of individual evaluators.
4. If a question has parts, please award marks on the right-hand side for each part. Marks awarded for different parts of the question should then totaled up and written in the left-hand margin and encircled.
5. If a question does not have any parts, marks must be awarded in the left hand margin and encircled.
6. If a student has attempted an extra question, answer of the question deserving more marks should be retained and other answer scored out.
7. No marks to be deducted for the cumulative effect of an error. It should be penalized only once.
8. A full scale of marks 1-60 has to be used. Please do not hesitate to award full marks if the answer deserves it.
9. Every examiner should stay full working hours i.e. 8 hours every day and evaluate 25 answer books.
10. Avoid the following common types of errors committed by the Examiner in the past:-
 - Leaving answer or part thereof unassessed in an answer book.
 - Giving more marks for an answer than assigned to it.
 - Wrong transfer of marks from the inside pages of the answer book to the title page.
 - Wrong question wise totaling on the title page.
 - Wrong totaling of marks of the two columns on the title page.
 - Wrong grand total.
 - Marks in words and figures not tallying.
 - Wrong transfer of marks from the answer book to online award list.
 - Answers marked as correct, but marks not awarded. (Ensure that the right tick mark is correctly and clearly indicated. It should merely be a line. Same is with the X for incorrect answer.)
 - Half or a part of answer marked correct and the rest as wrong, but no marks awarded.
11. While evaluating the answer books if the answer is found to be totally incorrect, it should be marked as (X) and awarded zero (0)Marks.
12. Any unassessed portion, non-carrying over of marks to the title page or totaling error detected by the candidate shall damage the prestige of all the personnel engaged in the evaluation work as also of the Board. Hence, in order to uphold the prestige of all concerned, it is again reiterated that the instructions be followed meticulously and judiciously.

13. The Examiners should acquaint themselves with the guidelines given in the Guidelines for spot Evaluation before starting the actual evaluation.
14. Every Examiner shall also ensure that all the answers are evaluated, marks carried over to the title page, correctly totaled and written in figures and words.
15. As per order of the Hon'ble Supreme Court, the candidates are now permitted to obtain photocopy of the Answer Book on request on payment of the processing charges.

MARKING SCHEME 2018-19
Class XII
OFFICE PROCEDURES & PRACTICES (604)

General Instructions :-

MM- 60

- a. The Marking scheme carries only suggested value points for the answers.
- b. These are only guidelines and do not constitute the complete answer.
- c. The students can have their own expression and if the expression is correct, the marks be awarded accordingly.
- d. As per orders of the Hon'ble Supreme Court, the candidates would be permitted to obtain photocopy of the Answer Book on request on payment of the prescribed processing fee. All Examiners/Additional Head 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.
- e. All the Head Examiners/Additional Head Examiners/Examiners are instructed that while evaluating the answer scripts, if the answer is found to be totally incorrect,, (X) should be marked on the incorrect answer and awarded '0' Marks.

Q No 1-12 (any 10 to be answered – 1 mark each)

Ans 1 (b)

Ans 2 (c)

Ans 3 (a)

Ans 4 (b)

Ans 5 (c)

Ans 6 (c)

Ans 7 (c)

Ans 8 (b)

Ans 9 (b)

Ans 10 (d)

Ans 11 (a)

Ans 12 (d)

Ans 13 Any four of the following points:- (½ x 4)

1. Preparation & issue of notice and agenda.
2. Making arrangements for seating & refreshment.
3. Keeping all required documents ready.
4. Recording attendance of members.
5. Organize voting
6. Preparing minutes
7. Implementation of resolutions.
8. Any other

Ans 14 Any four of the following :- (½ x 4)

1. Efficient correspondence
2. Helpful in facing competition
3. Quick decision making
4. Helpful in planning & control
5. Facilitates follow up action

Ans 15 Any four points :- (½ x 4)

1. Rating of the hotel 3 star/ 4 star/ 5 star/ 7 star
2. Tariff
3. Facilities required- internet/Wi-Fi , conference hall, food, smoking/non smoking
4. Location of the hotel
5. Personal preferences- swimming pool, fitness centre etc
6. Transportation

Ans 16 Road travel- Bus / Taxi / Own Car (2)

Ans 17 Details required for RTGS Transfer (2)

1. Name of beneficiary
2. Mobile Number of Beneficiary
3. Account number
4. IFSC Code
5. Bank name
6. Branch Address
7. Details of Sender
8. Amount to be transferred

Ans 18 Crossed cheque (2)

Transversal, parallel lines across left side – cheque to be deposited in payees account – no cash withdrawal possible

Ans 19

(2)

1. Insert debit card into the ATM
2. Select language option
3. Enter option of cash withdrawal
4. Select type of account
5. Enter amount
6. Enter Pin code when prompted
7. Collect & count Cash
8. Collect receipt
9. Press cancel key to end transaction

Ans 20 Any 3

(1 x 3)

1. Adaptability
2. Punctuality
3. Tactfulness
4. Loyalty
5. Cooperative attitude
6. Courtesy
7. Pleasant Voice
8. Personality & Poise
9. Good Inter personal Skills

Ans 21 Franked Mail-

(2)

Letters stamped with Franking Machine - brief description of the machine

Ans 22 Any 3 with brief explanation

(1 x 3)

1. Safety of Records
2. Easy accessibility
3. Ready Reference
4. Improvement in Goodwill
5. Documentary Evidence

Ans 23 Any 6

($\frac{1}{2}$ x 6)

1. Finalize & sign Notice & Agenda
2. To ensure meeting is conducted as per statutory requirements
3. See Motions & Amendments are in order

4. Maintain Order & discipline
5. Deal with Points of Order
6. Oversee Voting process & declare result
7. Sign the minutes & ensure action is taken as approved

Ans 24

(3)

1. Arrangement of Passport
2. Book travel tickets
3. Booking of hotel accommodation
4. Compliance of Medical formalities
5. Obtain Visa
6. Arrangement of
 - a) International driving license , if required
 - b) Foreign exchange
 - c) Documents & stationery related to purpose of travel, if required

Ans 25

(3)

1. Fill withdrawal slip/ cheque
2. Sign the slip/cheque
3. Obtain a token for cash withdrawal
4. Present the slip/ cheque to the teller(pass book mandatory if using withdrawal slip)
5. After verification of signature & balance service manager will issue a token
6. Present the chq / slip with token to the cashier
7. Sign on the reverse of the cheque
8. Collect & count the cash before leaving the counter

Ans 26 Any 3 services (brief explanation of each)

(1 x3)

1. RTGS/NEFT
2. Loans
3. Debit/Credit Card
4. ATM
5. Lockers
6. Bank draft/Bankers Cheque
7. Internet Banking
8. Discounting of bills/ implementation of govt. schemes etc

Ans 27 Any 5 routine duties:-

(1x 5)

1. Taking dictation & transcription of the same
2. Handling of mail/correspondence/email
3. Maintain records

4. Handle bank transactions
5. Ensure office machines are in working order
6. Maintain appointment diary
7. Attending to visitors/ telephone calls
8. Arrangement & planning of Tour programme of Boss
9. Organizing & conducting meetings
10. Ensure compliance of all instructions with utmost secrecy

Ans 28 (5)

1. Receiving & opening
2. Pinning
3. Scrutiny of contents
4. Date Stamping
5. Entering in Inward Mail Register
6. Distribution of mail
7. Follow up action

Ans 29 Advantages (any 3) (3+2)

1. Simple to understand
2. Economical
3. Occupies less space
4. Convenient
5. Safety of records

Limitations (any 2)

1. Time consuming
2. Difficulty in retrieving
3. Less flexible
4. Not suitable for large organizations

Ans 30 E- Filing refers to Electronic filing- brief explanation (5)

Ans 31 Explain any 2 (2 ½ x 2)

1. By acclamation
2. By show of Hands
3. Voice Method
4. Voting by Division
5. Voting by Ballot
6. Poll

Ans 32

(2 + 3)

Itinerary refers to the detailed tour programme of an executive (brief explanation)

Any 6 points:-

1. Date of onward & return journey
2. Details of Mode of Travel- Flight/train/Taxi/Bus
3. Class of travel
4. Hotel accommodation- duration of stay, facilities, Check-in / check-out timings
5. Details of appointments / meetings
6. Documents to be carried by the traveler
7. Tour advance details
8. Names & addresses of important contacts that may be required during the tour.

Ans 33

(5)

1. Obtain a savings account opening form
2. Fill in the details
3. Provide details of introducer if required
4. Affix photographs
5. Provide specimen signatures
6. Attach relevant documents required
 - a. Proof of identity , date of birth
 - b. Address proof
 - c. Nomination
7. Provide list of services required from the bank
8. Submit the form with self attested photocopies of documents
9. Deposit the requisite amount