

This question paper contains 7 printed pages.]

Your Roll No. ....

**963**

**B.A. (Prog.) / II                      A**  
**(A)**

**OFFICE MANAGEMENT AND SECRETARIAL  
PRACTICE**

**Paper II – Office Management and Stenography  
(English)**

**(Admissions of 2004 & onwards)**

**Time : 3 Hours**

**Maximum Marks : 75**

*(Write your Roll No. on the top immediately on receipt of this  
question paper.)*

**Note :** The maximum marks printed on the question paper are applicable for the students of the regular colleges (Cat. 'A'). These marks will, however, be scaled up proportionately in respect of the students of NCWEB at the time of posting of awards for compilation of result.

**Note :** Answers may be written *either* in English or in Hindi; but the same medium should be used throughout the paper.

**टिप्पणी :** इस प्रश्न-पत्र का उत्तर अंग्रेजी या हिन्दी किसी एक भाषा में दीजिए; लेकिन सभी उत्तरों का माध्यम एक ही होना चाहिए ।

**PART – I**  
**(भाग – I)**  
**Office Management**  
**(कार्यालय प्रबन्ध)**

**Maximum Marks : 37**

**पूर्णांक : 37**

Attempt any **four** questions in all,  
including Question No. **6** which is compulsory.

प्रश्न क्रमांक 6, जो कि अनिवार्य है,  
को मिलाकर कोई से चार प्रश्न कीजिए ।

1. What is meant by Centralised Filing System ?  
Discuss its pros and cons. **3 + 7 = 10**  
केन्द्रीय फाइलिंग व्यवस्था का क्या अर्थ है ? इसके गुण तथा दोषों का विवेचन कीजिए ।
  
2. (a) Write short on card indexing.  
(b) Distinguish between Book Indexing and Loose Leaf Book Indexing. **5 + 5 = 10**  
(क) कार्ड अनुक्रमणिका पर संक्षिप्त टिप्पणी लिखिए ।  
(ख) पुस्तक अनुक्रमणिका एवं खुले पन्नों वाली अनुक्रमणिका में अन्तर्भेद कीजिए ।

3. Outline an efficient system of dealing with incoming mail. What special precautions should be taken for incoming mail containing cash, cheques, postage stamps ? 10

आने वाली डाक की कुशल व्यवस्था की रूपरेखा दीजिए । यदि आने वाली डाक के साथ रोकड़, चेक व डाक टिकट आते हों तो क्या विशेष सावधानियाँ बरतेंगे ?

4. Outline a system of organizing the ordering custody and issue of stationery required in a large office to reduce waste pilfering etc. 10

अपव्यय तथा चोरी इत्यादि को कम करने के लिए एक बड़े कार्यालय में आवश्यक लेखन सामग्री का आदेश देने, सम्भाल कर रखने तथा जारी करने की संगठन-प्रणाली की रूपरेखा दीजिए ।

5. Discuss the significance of office forms. What are the principles of form designing ? 4 + 6 = 10

दफ्तरी फार्मों के महत्त्व का विवेचन कीजिए । फार्म डिजाइन करने के क्या सिद्धान्त हैं ?

6. Write short notes on any **three** : 7

- (a) Cash Credit
- (b) Cellular Phone
- (c) Debit Note
- (d) Del Credere Agent
- (e) UPC (Certificate of Posting)

निम्नलिखित में से किन्हीं **तीन** की संक्षिप्त व्याख्या कीजिए :

- (क) नकद ऋण
- (ख) सेलुलर दूरभाष
- (ग) ऋण नोट
- (घ) डेल क्रेडरे एजेंट
- (ङ) डाक प्रमाणपत्र

## PART – II

### (भाग – II)

#### Shorthand (English)

Maximum Marks : 38

All the answers in this section should be written only in English.

Attempt any **four** questions in all, including Question No. 1 which is compulsory.

1. Explain any **four** out of the following, giving suitable examples : 2 × 4 = 8
  - (i) Rules for writing consonant 'SH' in upward and downward direction.
  - (ii) Rules for attaching circles and loops to initial hooks.
  - (iii) Explain the use of doubling principle with straight strokes.
  - (iv) Rules of Dot 'H' and Tick 'H'.
  - (v) What is the difference between a prefix and a suffix ?
  - (vi) What will be the position of the stroke after 'Intro -' ?
  
2. Fill in the blanks with appropriate words given in the brackets : 10
  - (i) Medial r is generally written \_\_\_\_\_  
(upward/downward)
  - (ii) The circle in words like tasker and disgrace is written with the \_\_\_\_\_ motion.  
(left/right)
  - (iii) The \_\_\_\_\_ – fullness is represented by disjoined fs. (suffix/termination)

- (iv) A small tick attached to a diphthong sign represents \_\_\_\_\_.  
(first place vowel/second place vowel /any vowel)
- (v) A right semi-circle for 'W' is used \_\_\_\_\_ (Initially/Medially/Finally)
- (vi) The shun hook is written with the left motion after the forms \_\_\_\_\_.  
(lk, lg / fk, fg)
- (vii) When a vowel precedes initial 'W' the stroke \_\_\_\_\_ used.  
(must not be / must be / occasionally)
- (viii) The 'ST' and 'STR' loops attached to straight strokes should be written in the \_\_\_\_\_ motion.  
(clockwise / Anti-clockwise)
- (ix) The system of shorthand writing is invented by \_\_\_\_\_.  
(Sir Isaac Pitman / Christopher Sholes)
- (x) The shorthand writer should sit in \_\_\_\_\_ of his work. (front / left)

3. Write the following words in shorthand :

10

- (a) Raves \_\_\_\_\_
- (b) Worry \_\_\_\_\_
- (c) Accurate \_\_\_\_\_
- (d) Hesitatingly \_\_\_\_\_
- (e) Judged \_\_\_\_\_
- (f) Serial \_\_\_\_\_
- (g) Ornaments \_\_\_\_\_
- (h) Lamb's-Wool \_\_\_\_\_
- (i) Quality \_\_\_\_\_
- (j) Transgression \_\_\_\_\_

4. Write the following Grammalogues / Phrases in shorthand : 10

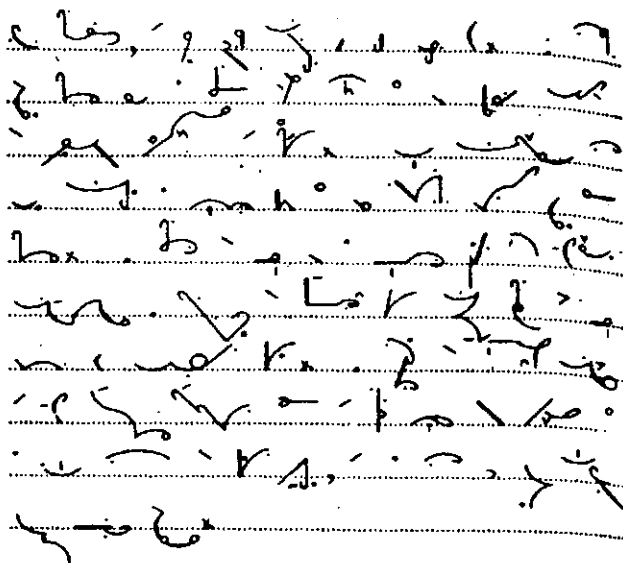
- (i) Selfish-ness \_\_\_\_\_
- (ii) Spirit \_\_\_\_\_
- (iii) Take their \_\_\_\_\_
- (iv) Building \_\_\_\_\_
- (v) Without \_\_\_\_\_
- (vi) By all \_\_\_\_\_
- (vii) I will tell you \_\_\_\_\_
- (viii) Behalf \_\_\_\_\_
- (ix) Which have \_\_\_\_\_
- (x) More \_\_\_\_\_

5. Write the following paragraph in shorthand. Only essential vowel signs need be shown. 10

*We-thank-you for-your communication and instruction regarding-the lightning conductors for-the new Conservative Club in Conway Road. The slight mis-conception has-now been removed, and your recommendations shall-be carefully considered. We-are having-the corner-stones inscribed this week, and-we-have-no-doubt that-you-will-find-the inscription will satisfy you. We suggest for-your consideration that-it-would-be instructive and useful to-have a translation of-the Latin inscription printed and circulated before-the opening ceremony. You-will-not consider us selfish if-we arrange for a photograph of-the ceremony showing our name as contractors for-the work.*

6. Transcribe (Write in English) the following Paragraph :

10



The image shows a paragraph of handwritten Urdu text written on a grid of dotted lines. The text is written in a cursive style and spans approximately ten lines. The content is not legible due to the handwriting and the quality of the scan.