

This question paper contains 7 printed pages.]

Your Roll No. ....

**962**

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

**OFFICE MANAGEMENT AND SECRETARIAL  
PRACTICE**

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

**(Admissions of 2004 and onwards)**

**Time : 3 Hours**

**Maximum Marks : 75**

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

**Note :** (i) 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.

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

- टिप्पणी : (i) प्रश्नपत्र पर अंकित पूर्णांक नियमित कॉलेजों (श्रेणी 'A') के विद्यार्थियों के लिए अनुप्रयोज्य हैं। तथापि ये अंक, NCWEB के विद्यार्थियों के संबंध में उनके परिणाम के संकलन के लिए नियुक्त अधिनिर्णय के समय पर, उनके आनुपातिक रूप में अधिक होंगे।
- (ii) इस प्रश्नपत्र 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 factors should be taken into account when deciding about basis of departmentation in an organisation? 10  
एक संस्था में विभागीयकरण का आधार निर्धारित करते समय किन तत्त्वों को ध्यान में रखा जाना चाहिए?
2. Describe the different steps involved in planning a file system for a medium sized office. 10  
एक मध्य आकार के कार्यालय में फाइल व्यवस्था के आयोजन के संबंध में उठाए जाने वाले विभिन्न कदमों की व्यवस्था कीजिए।

3. Which indexing method would you recommend for a library and why ? 10

पुस्तकालय के लिए आप किस अनुक्रमणिका की सिफारिश करेंगे और क्यों ?

4. Outline the function of dispatch section of mailing department. 10

डाक विभाग की प्रेषण शाखा के कार्यों की रूपरेखा बतलाइए ।

5. State the essentials of good system of dealing with stationery. 10

एक श्रेष्ठ स्टेशनरी व्यवस्था के आवश्यक तत्त्व बतलाइए ।

6. Write short notes on any three : 7

- (a) Acknowledgement
- (b) A/c Payee only
- (c) Ante-dated cheque
- (d) Bad Debts
- (e) B.P.O.

निम्नलिखित में से किन्हीं तीन की संक्षिप्त व्याख्या कीजिए :

- (क) अभिस्वीकृति
- (ख) A/c Payee only
- (ग) पूर्व-दिनांकित चेक
- (घ) वसूल न होने वाला ऋण
- (ङ) व्यावसायिक क्रिया बाहर से करवाना ।

**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.

**No. 1 is Compulsory.**

1. Explain any **four** of the following giving suitable examples : **4 × 2 = 8**
- (i) Definition of diphthongs.
  - (ii) What is Phraseography ? What should be the position (placing) of the first word-form of a phraseogram ?
  - (iii) Difference between Diphthongs and Diphones.
  - (iv) Explain circle S and Z.
  - (v) State the cases where H upward is used.
  - (vi) Explain alternative forms of FL / VL.
2. Fill in the blanks with appropriate words given in the brackets : **10**
- (i) \_\_\_\_\_ signs can be attached with the strokes initially and finally.  
(diphthong/diphones)
  - (ii) Prefix Magna -, Magne -, Magni -, is indicated by \_\_\_\_\_.  
(Joined M/Disjoined M)

- (iii) The shun hook \_\_\_\_\_ used medially.  
(May be/May not be)
- (iv) Doubling Principle is not employed in \_\_\_\_\_ tense of any word. (Present/Past)
- (v) A small initial hook attached to consonant 'L' represents \_\_\_\_\_. (W/Wh).
- (vi) They-are is a \_\_\_\_\_.  
(Phase/Word/Grammaloque)
- (vii) Half-length forms should not be written \_\_\_\_\_ the line. (through/above)
- (viii) Consonant 'SH' should be written in \_\_\_\_\_ direction between the consonants 'B' and 'P'. (Upward/Downward)
- (ix) Prefix 'self' is represented by a \_\_\_\_\_ circle written close to the stroke in the second vowel place. (Joined/Disjoined)
- (x) The halving principle in phraseography is \_\_\_\_\_ . (employed/not employed)

3. Write the following words in shorthand : 10

- |                  |       |
|------------------|-------|
| (a) Misapprehend | _____ |
| (b) Upheaval     | _____ |
| (c) Energy       | _____ |
| (d) Shallow      | _____ |
| (e) Dash         | _____ |
| (f) Sugar        | _____ |
| (g) Shackle      | _____ |
| (h) Also         | _____ |
| (i) While        | _____ |
| (j) Emperor      | _____ |

4. Write the following grammalogues/phrases in shorthand : 10

- (i) If-it-is-not \_\_\_\_\_
- (ii) Opportunity \_\_\_\_\_
- (iii) Hand \_\_\_\_\_
- (iv) In their \_\_\_\_\_
- (v) Ministry \_\_\_\_\_
- (vi) Large \_\_\_\_\_
- (vii) To him \_\_\_\_\_
- (viii) Too much \_\_\_\_\_
- (ix) With much \_\_\_\_\_
- (x) Howsoever \_\_\_\_\_

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

We-are-much-obliged for-your-letter and estimate for-the elastic web. But surely there-must-be some mistake in-your figures. Please-refer to-your-last-letter to us, dated 26<sup>th</sup> October, in-which-you-gave us a distinctly better price. Manifestly, the postponement of-the-order for a week cannot possibly have-made so great a difference in-the-price. We realize that-the web is-the best-finish, as-it-is most-important it-should-be, but-you-must-try to-improve upon your estimate, or you-cannot hope to-receive-the order. You-must-be estimating, we-think, on-the assumption that-the web is to be silk finished. That-is-not so, as you-will-see on referring to-our last-letter. If-there-is-to be a resumption of business between-us, your estimate will-have to be reconsidered. All-we ask for is a web with-the best-finish, but not silk, and of a tasteful design. What-can you offer to tempt us to pass the order to-you ?

6. Transcribe (write in English) the following paragraph :

10

Handwritten Urdu text on a set of four horizontal lines. The text is written in a cursive style and spans ten lines. A horizontal line is drawn below the tenth line of the handwriting.