

This question paper contains 7 printed pages.]

Your Roll No.

9979

B.A. (Programme) / II B

(L)

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

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

Part – I (Office Management)

भाग – I (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 are the essentials of good filing system ? **10**
श्रेष्ठ फाइल व्यवस्था के आवश्यक तत्त्व क्या हैं ?
2. What is the utility of the Cash Register machine in an office and how is it used ? **10**
कैश रजिस्टर मशीन की दफ्तर में क्या उपयोगिता है और इसे कैसे प्रयोग किया जाता है ।
3. What do you understand by form control ? Explain in detail. **10**
फार्म नियंत्रण से आप क्या समझते हैं ? विस्तार पूर्वक वर्णन करें ।
4. Explain the main factors of the stock keeping problem of handling stationery. **10**
स्टेशनरी के स्टोक को सम्भाल कर रखने में आने वाली समस्याओं के मुख्य कारकों का वर्णन करें ।

5. What do you mean by Centralisation of Mail Service ? What are its advantages and disadvantages ? 10

डाक सेवाओं के केन्द्रीयकरण से क्या तात्पर्य है ? इनके लाभ एवं हानियों का वर्णन करें ।

6. Write short note on any three : 7

- (a) Arch lever file
- (b) Strip indexing
- (c) Franking machine
- (d) Paper shredder
- (e) Minutes

निम्नलिखित में से किन्हीं तीन की संक्षिप्त व्याख्या कीजिए :

- (क) कमानीडार फाइल
- (ख) पट्टियाँदार अनुक्रमणिका
- (ग) टिकट लगाने वाली मशीन
- (घ) कागज़ फाड़ने की मशीन
- (ङ) कार्यवृत्त

Part – 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** of the following, giving suitable examples : **8**
- (a) Definition of Diphthongs.
 - (b) Halving Principle used in Past Tenses.
 - (c) Give two outlines of Trans-in Prefixes.
 - (d) Give two outlines of – ings is indicated by a dash in Suffixes.
 - (e) General contractions are formed by the omission of 'B' (Yes/No).
 - (f) Write hundred thousand in figures.
2. Fill in the blanks with appropriate words given in the brackets : **10**
- (a) Medial *l* is generally written _____
(upward/downward).

- (b) After 'd', ish is written _____
(upward/downward).
- (c) Half-length h, when not joined to another stroke is always written _____
(upward/downward).
- (d) Tick for 'the' must never be used _____
(initially/finally).
- (e) is-as phrase is written on the line _____
(yes/no).

3. Write the following words in shorthand : 10

- (a) Shackle _____
- (b) Lisps _____
- (c) Fuller _____
- (d) Snarer _____
- (e) Tightness _____
- (f) Preferred _____
- (g) Twilight _____
- (h) Artificial _____
- (i) Hotly _____
- (j) Hunts _____

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

- (a) Southern _____
- (b) Therefore _____
- (c) Selfish _____
- (d) Number _____
- (e) Speak _____
- (f) Older than _____
- (g) Has to be there _____
- (h) In their _____
- (i) At first _____
- (j) In our _____

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

Dear-Sir,

The volumes of-the French Revolution for-which-you ask in-your favour of-the first July shall-be delivered to-you early tomorrow. We-are just-now out-of stock of-the "Life of Lord Lumley," last-year's best seller, and we-are unable to say when-we-shall receive copies. We-have a daily delivery from-the wholesalers, however, and you-may-rely upon our mailing-the volume to-you as-soon-as it reaches us. We-are taking-the liberty of enclosing for-your approval "Naval Lessons of-the War," by Philip Bailey. Please return this with-the next parcel if-it makes no appeal to-you. Yours-truly,

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 is difficult to decipher. It appears to be a single paragraph of approximately 10 lines of text.