

MARKING SCHEME
CLASS – XII
OFFICE PROCEDURES & PRACTICES (604)
THEORY

Time: 3 Hours

Marks: 60

SECTION – A

Q.No./ Question	EXPECTED VALUE POINTS	DISTRIBUTION OF MARKS	TOTAL MARKS	REFERENCE FROM UNIT
1. Who ensures that the company complies with all relevant statutory and regulatory requirements? (a) Trade Secretary (b) Company Secretary (c) Private Secretary (d) Secretary to an Association	(b) Company Secretary (One mark for correct answer)	1	1	1
2. Setting targets and deadlines helps in _____ Management. (a) Time (b) Stress (c) Conflict (d) Change	(a) Time (One mark for correct answer)	1	1	1
3. All the physical mail received in an organization is usually _____ to authenticate receiving of the same in the organization. (a) sorted (b) date stamped (c) handed over (d) none of the above	(b) date stamped (One mark for correct answer)	1	1	2
4. To facilitate physical delivery of mail, _____ is unique 6 digit number in which the First digit denotes the Circle and next two digits denote area and remaining digits denote post office. (a) PAN (b) NAP (c) NIP	(d) PIN (One mark for correct answer)	1	1	2

(d) PIN				
5. Name the process of arranging and storing records in neat, orderly and efficient manner so that they can be located easily and quickly when they are required. (a) Indexing (b) Mailing (c) Filing (d) Recording	(c) Filing (One mark for correct answer)	1	1	3
6. Under which system of Classification, the files are grouped on country, states, towns or district basis, according to the area of operation? (a) Numerical (b) Alphabetical (c) Geographical (d) None of the above	(c) Geographical (One mark for correct answer)	1	1	3
7. It is duty of the Private Secretary to draft and type minutes in proper format _____ the meeting. (a) after (b) during (c) before (d) none of the above	(a) after (One mark for correct answer)	1	1	4
8. A _____ is an additional clause or sentence added to a resolution after it has been passed. (a) standing order (b) proxy (c) teller (d) rider	(d) rider (One mark for correct answer)	1	1	4
9. A _____ is a travel document issued by a country's govt. that certifies the identity and nationality of its holder for the purpose of international travel.	(b) Passport (One mark for correct answer)	1	1	5

(a) Itinerary (b) Passport (c) Visa (d) None of the above				
10. Tour Claim Form is filled-in by the Secretary which contains the _____ expenses incurred by the executive while performing journey and draw/return the balance amount. (a) proposed (b) approximate (c) actual (d) None of the above	(c) actual (One mark for correct answer)	1	1	5
11. A _____ cheque can be negotiated or passed to another person by mere delivery. (a) post dated (b) order (c) bearer (d) pay order	(c) bearer (One mark for correct answer)	1	1	6
12. The full form of NEFT is _____. (a) National Electronic Fund Transfer (b) National Electric Funds Transfer (c) National Electronic Financial Transfer (d) none of the above	(a) National Electronic Fund Transfer (One mark for correct answer)	1	1	6
13. Define the term "Private Secretary".	A Secretary has to be responsible person to whom an executive can delegate his/her routine duties, entrust confidential matters with full confidence to act on his/her behalf whenever necessary.	2	2	1
14. What is Card Indexing?	Card Indexing consists of a number of cards of a standard size, each concerned with one item of index. The heading is written on the top edge of the card and the remaining space is used to indicate the place where the corresponding record is kept.	2	2	3

	The lower portion of a card also carries certain essential information.			
15. Enlist any four important documents which a Private Secretary has to arrange while making overseas travel arrangements.	For overseas travel, a Private Secretary has to arrange – <ul style="list-style-type: none"> • Passport • Visa • Health documents • Travel Insurance Policy • Valid currency • Itinerary (any four documents, half mark for each)	0.5x4	2	5
16. “Travel Agencies help their clients to make the best possible travel arrangements.” In view of the statement, write any two functions of a Travel Agent.	Travel agents offer advice on planning itineraries, transportation, hotel accommodations, car rentals, tours etc. for their clients. Travel agents are also expected to be able to advise travellers about their destinations, such as the weather conditions, local ordinances and customs, attractions, and exhibitions. For those travelling internationally, the agents also provide information on customs duty regulations, required documents (passports, visas, and certificates of vaccination), travel advisories, and currency exchange rates. In the event of changes in itinerary in the middle of a trip, travel agents intervene on the traveller's behalf to make alternate booking arrangements etc. (any two functions, one mark for each function)	1x2	2	5
17. Write full form of the following abbreviations: (a) OTP (b) PIN	(a) One Time Password (b) Personal Identification Number or Postal Index Number (one mark for each answer)	1x2	2	2 & 6
18. What is a “Crossed Cheque”?	A crossed cheque is a cheque that has been marked to specify an instruction about the way it is to be redeemed. A common instruction is to specify that it	2	2	6

	<p>must be deposited directly into an account with a bank and not immediately en-cashed by a bank over the counter. Crossed cheque means drawing two parallel lines on the upper left hand corner of the cheque and writing the words 'A/c Payee'.</p>			
<p>19. Indicate the two facilities provided by banks regarding opening of account by NRIs to deposit their earnings.</p>	<p>Facilities provided by banks regarding opening of account by NRIs to deposit their earnings-</p> <ul style="list-style-type: none"> • NRE ACCOUNT (Non-Resident External Account) <p>An NRE account can be opened by any person who is residing outside India. NRIs (Non-Resident Indians) having NRE account in India are permitted to hold and maintain foreign currency earnings in Indian rupees. Moreover the interest earned is not taxable in India.</p> <ul style="list-style-type: none"> • NRO ACCOUNT (Non-Resident Ordinary Rupee Account) <p>An NRO account is a savings or current account held in India that helps NRIs manage income earned in India such as rent, dividends, or pension from abroad. The account holder can deposit and manage accumulated rupee funds conveniently through an NRO account.</p> <ul style="list-style-type: none"> • FCNR Account (Foreign Currency Non Resident Account) <p>FCNR Deposit is a Fixed Deposit Foreign Currency account and not a savings account. Deposits in this account can be made in any of the major currencies like US Dollar, UK Pound, Canadian Dollar, Deutsche Mark, Japanese Yen and Euro.</p> <p>(any two. One mark for each)</p>	1x2	2	6
<p>20. Mention any three routine duties of a</p>	<p>Routine duties of a Private Secretary are:</p>			

Private Secretary.	<p>i)Take dictation and transcribe the same on computer.</p> <p>ii)Tabulate data, make simple calculations etc.</p> <p>iii)Do correspondence with other organizations on the instructions of the executive.</p> <p>iv)Take initiative for briefing the information to the executive.</p> <p>v)Handle inward and outward physical mail/e mail.</p> <p>vi)Maintain records</p> <p>vii)Operate office machines and ensure their maintenance.</p> <p>viii)Maintain appointment diary, memory aids, etc.</p> <p>ix) Locate information from various sources including internet.</p> <p>(any three duties. One mark for each)</p>	1x3	3	1
21. Write the utility of Mail Accounting Software.	Mail Accounting Software helps to manage postage expenses. The software helps in collecting, maintaining and reporting mail accounting data. It also helps in tracking and better controlling business mail expenses.	3	3	2
22. "Record Management is an important activity in every office." Discuss.	<p>Record Management is an important activity in every office as:</p> <ol style="list-style-type: none"> 1. The records act as memory unit of an organization and hence provide history of any business. 2. Records constitute the database for the Managerial Information System. Here, they provide necessary information for future planning and policy formulation of a business. 3. Important decisions for the smooth functioning of a business originate from records. 4. Records provide the basis 	1x3	3	3

	<p>for compliance of legal and statutory requirements.</p> <p>5. Status of the business, i.e., financial health, societal status, comparison with competitors, etc. can be ascertained with the help of business records in the form of various statements and reports.</p> <p>6. Records help in handling customers and correspondence carefully to maintain the goodwill of an organization.</p> <p>(any three points. One mark for each)</p>			
<p>23. Enumerate the various secretarial duties before a meeting.</p>	<p>Secretarial duties before a meeting:</p> <ol style="list-style-type: none"> 1. ascertain the date, time and place i.e. when and where the meeting is to be held in consultation with the executive and take steps to make preparations accordingly e.g. booking of the committee/conference room, hotel etc. 2. draft the notice and agenda and get it approved. 3. get adequate number of copies of the notice, agenda and reports etc., if any required to be sent along with the notice and send the same to all the members who have a right to attend the meeting. 4. check in advance all logistics viz. air-conditioning system, blowers etc. in the meeting room and to arrange for public address system, OHP/LCD/Screen and other equipment that may be required and to see that sufficient number 	<p>1x3</p>	<p>3</p>	<p>4</p>

	<p>of chairs are made available in the meeting room keeping in view the number of invitees.</p> <ol style="list-style-type: none"> 5. book in advance necessary orders for refreshment and lunch. 6. keep ready (i) the items of stationery such as writing paper, pen, pencil, (ii) spare copies of agenda, (iii) minutes of the previous meeting, (iv) the papers, reports, statements and other documents likely to be required at the time of the meeting including letters of apology received from the members unable to attend the meeting etc. <p>(any three duties. One mark for each)</p>			
24. What points would you keep in mind while preparing an itinerary for your executive's official tour?	<p>The following points must be kept in mind while preparing an itinerary for your executive's official tour:</p> <ol style="list-style-type: none"> 1. The time and place of departure and arrival 2. The mode of travel preferred 3. Sequence of visits 4. Hotel Accommodation 5. Conveyance between hotels and railway station/airports 6. Appointments and meetings of the executive <p>(any three points. One mark for each)</p>	1x3	3	5
25. How a Saving Bank Account is different from Current Account?	<p>Saving Bank Account It is an account opened by a person who wishes to save some part of his income for meeting the unforeseen expenses and also future needs. It is also a source of income on the savings made by him. This account provides a nominal rate of interest and a person can deposit as many times in a day. All the entries of</p>	1.5x2	3	6

	<p>deposits made and withdrawn are entered in a small book called Pass Book. The specified rate of interest given by the bank on the amount deposited in the saving bank account keep varying.</p> <p>Current Account It is a running account for a businessman with minimum number of restrictions. One can make any number of deposits and withdrawals in a single day. A bank grants overdraft facility in this account.</p> <p>(1.5 marks for each explanation)</p>			
<p>26. Discuss the various types of cheques which can be drawn on any bank.</p>	<p>Common types of cheques which can be drawn on any bank-</p> <ul style="list-style-type: none"> • Bearer Cheque: This cheque is payable by the drawee bank over the counter to the Bearer or presenter of the cheque. A bearer cheque can be negotiated or passed to another person by mere delivery. • Order Cheque: When the word “bearer” on the cheque is cancelled, it becomes an order cheque. Such a cheque is paid to the person specified therein as payee. The payee can be anyone else too, to whom the cheque is endorsed. • Open Cheque: An open cheque is a cheque that is not crossed on the left corner and payable at the counter of the drawee bank on presentation of the cheque. An open cheque may be bearer or order cheque. • Crossed Cheque: A crossed cheque is a cheque that has been marked to specify an 	<p>1x3</p>	<p>3</p>	<p>6</p>

	<p>instruction about the way it is to be redeemed. A common instruction is to specify that it must be deposited directly into an account with a bank and not immediately encashed by a bank over the counter. Crossed cheque means drawing two parallel lines on the upper left hand corner of the cheque and writing the words 'A/c Payee'. The main advantage of this cheque is that if the cheque is lost, nobody can take the payment. In case of any mis-use, it can be easily found in whose account the payment is credited. So it is advisable to cross the cheque always.</p> <p>(any three types. 1 mark for each)</p>			
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SECTION – B

Q.No./ Question	EXPECTED VALUE POINTS	DISTRIBUTION OF MARKS	TOTAL MARKS	REFERENCE FROM UNIT
27. Reema is working as a Private Secretary in an MNC. In order to be successful in her day to day work, what personal qualities she is required to possess?	<p>In order to be successful in day to day work, Reema is required to possess-</p> <ul style="list-style-type: none"> • Adaptability <p>If Private Secretary has got the quality of adaptability, adjustment under all the situations in office becomes easy and less straining. It is important that a private secretary should be adaptable to all kinds of people, situations and problems. A secretary should inculcate the habit of adjusting with different types of persons/situations.</p> <ul style="list-style-type: none"> • Cooperative Attitude <p>In an organization, cooperativeness means assisting every member with a</p>	1x5	5	1

	<p>courteous and helpful attitude including exercising self-control at times of extra pressure. It is teamwork that counts in an organization. A secretary should cooperate with every member of the organization, from the highest to the lowest in rank.</p> <ul style="list-style-type: none"> • Courtesy A secretary should show proper consideration for all members of the organization as well as to outside callers. Courtesy may be shown in greeting each member and visitor pleasantly, offering a seat, etc. and with use of words such as ‘Please’ or ‘Thank you’, whenever required. • Loyalty To be loyal means faithful to the employer and always helpful to him/her. A secretary should be dedicated to the job and do assigned work honestly and sincerely. • Punctuality Punctuality means available to the executive for work at the desired time and also to finish the assigned job at the proper time. One must not be a ‘Late Starter’ or ‘Early Stopper’. • Tactfulness Tact enables one to act in a particular fashion under particular situations. It is the personal skill in saying or doing what is required by the circumstances, the ability to handle a difficult situation in a right and positive manner. • Pleasing Voice A secretary should have a low but confident, well-controlled and pleasing voice. A pleasant, clear voice is 			
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	<p>attractive and loud while demanding voice is unattractive.</p> <ul style="list-style-type: none"> • Personality and Poise Personality is usually linked to what you are, what you do and how you do it. It is not important what kind of features you have, but rather the expression on those features. Poise is getting along with people well without superior or inferior feeling. It comes from knowing one's abilities as well as limitations. • Good Interpersonal Skills Interpersonal skills are the skills which help a person to interact with others properly. In an organizational setting, it is the ability to get along well with other members; whether senior or junior. (any five points. 1 mark for each) 			
<p>28. "E Mail has given rise to concept of Paperless Office." Comment on the statement discussing various advantages of e-mail. Also write any three problems which may be associated with handling of e-mail.</p>	<p>E-mail has given rise to concept of Paperless Office because of the following advantages:</p> <ul style="list-style-type: none"> • Speedy delivery • Economy • Security • Feasibility of sending bulk mail • Possibility of use of pictures, demonstrations etc. • Automated record management <p>The problems which may be associated with e-mail include –</p> <ul style="list-style-type: none"> • threat of virus • hacking of mail • crowded in-box <p>etc. (2 marks for any four advantages, 1.5 marks for any</p>	<p>2+1.5+1.5</p>	<p>5</p>	<p>2</p>

	three problems and 1.5 marks for overall explanation)			
29. What do you understand by Chronological Classification of Filing? Also discuss its advantages and disadvantages.	<p>Chronological Classification of Filing means arranging all records and files in date order. Here, files are maintained in order of time, i.e., according to the year, month and date. The most recent (current date) papers are kept at the top of the file and the older papers are kept at the back.</p> <p>Advantages of Chronological Method of Classification:</p> <ol style="list-style-type: none"> i. It is simple to understand and operate. ii. Retrieval of records is easy if dates are known and also good for overall classification i.e. if correspondence to be maintained of different years. <p>Disadvantages of Chronological Method of Classification</p> <ol style="list-style-type: none"> i. This method is useful only for small business types. ii. May not be suitable at times as incoming letters and their outgoing replies to be kept separately if both belong to different dates. iii. Difficult to trace a record if dates are not known. <p>(2 marks for explanation on Chronological Method of Classification, 1.5 marks for any two advantages, 1.5 marks for any two disadvantages)</p>	2+1.5+1.5	5	3
30. Describe the essentials of a good filing system.	<p>Essentials of a good filing system are:</p> <ol style="list-style-type: none"> 1. Compactness – Filing system should be compact 			

	<p>which means that it should not take unnecessary space.</p> <ol style="list-style-type: none"> 2. Economical – Filing system should be economical in terms of time, space, money and operation which means that the cost of installation of filing equipment should be as low as possible. 3. Flexibility – Filing system should be flexible so that it can be expanded or contracted in case of need. 4. Easy location – The record should be placed at that place where it should be easily located when required for reference without any delay. 5. Safety – Filing system should be such that proper safety of records is ensured from dust, water, fire, theft, insects, etc. <p>(1 mark for each point)</p>	1x5	5	3
31. Explain the requisites of a valid meeting.	<p>Requisites of a valid meeting:</p> <ol style="list-style-type: none"> a) Notice of a Meeting Notice of a meeting means advance information or intimation of a meeting so that the person receiving it gets an opportunity to prepare himself/herself for it. The notice of a meeting should contain the day, date, time and venue of the meeting. It must also indicate the purpose and nature of the meeting. Issuing notice to all the members who are supposed to attend the meeting is mandatory and obligatory. The notice must be served in the manner prescribed as per the rules or constitution of the organization or body concerned. Notice should always be in writing. b) Agenda of a Meeting It is a practice to send an agenda along with the notice to the 	3+2	5	4

	<p>members who have to attend the meeting. An agenda is a programme of the items of the business to be discussed at a meeting in the order in which they are to be taken.</p> <p>The purpose of agenda is to let all the members of the committee or organization give adequate information so as to enable them, prior to the meeting, ponder over the items of business to be discussed.</p> <p>c) Quorum of a Meeting</p> <p>The word “quorum” is defined as the minimum number of members who must be present at a meeting as required by the constitution or rules. No important decisions can be taken or business transacted in a meeting without a proper quorum. A meeting is not properly constituted if the quorum is not present and any business transacted at such a meeting will be invalid. The main purpose of having a quorum is to prevent a small minority from taking decisions which may be unacceptable to the majority of the members.</p> <p>d) Chairperson of a Meeting</p> <p>In the context of a meeting, Chairperson is the person who presides over a meeting. The person in charge of a meeting or organization is referred to as the Chair, or sometimes the Chairperson.</p> <p>e) Motions and Resolutions</p> <p>-A motion is a proposal put before a meeting for its consideration and decision. The business of a meeting is transacted through motions.</p> <p>-A resolution is defined as the formal decision of the meeting on any proposal put before it. A resolution if adopted and recorded in the minutes becomes the official decision of the meeting.</p>			
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	<p>f) Adjournment of a Meeting It means suspending the proceedings of the meeting either for a particular time or indefinitely. Subject to the articles, rules or constitution of an organization, the Chairperson, with the consent of members of the meeting, may adjourn it in order to postpone further discussion. If it is carried, the meeting is adjourned to the agreed date or indefinitely. (3 marks for any three points and 2 marks for overall explanation)</p>			
<p>32. Write a note on “Air Ticket Reservation.”</p>	<p>It is very simple to book an air ticket online. First you have to select whether it is a one way trip or round trip. Then select the travelling dates – for one way trip select the starting date and for round trip select the return date too. Then you have to select the source and destination cities. You can scroll down through all major cities and towns in India. Once the source and destination is selected then you have to specify number of passengers including children and infants. After giving all these details, click on search and it will display all available flights from different airlines on the particular date. After selecting your convenient flight, click on Book button to go to the billing page. In the billing page, you have to enter your personal details including email id and phone number. It will take you to the payment page for selecting a payment option. Most airlines accept two types of payment - one is through a credit or debit card and next is via a net banking account. Select your payment method and fill the necessary details. Once this step is completed, you will get a confirmation page and one email in your specified email id</p>	<p>5</p>	<p>5</p>	<p>5</p>

	within few seconds.			
33. Explain the various 'general utility services' provided by banks to their customers/clients.	<p>'General utility services' provided by banks to their customers/clients are:</p> <p>a) Locker Facility: Bank provide locker facility to their customers. The customers can keep their valuables, such as gold and silver ornaments, important documents, shares and debentures etc. in these lockers for safe custody.</p> <p>b) Credit Cards: A credit card is a payment card issued to user as a system of payment. It allows the cardholder to pay for goods and services based on the promise to pay for them.</p> <p>c) Debit Cards: A debit card is a plastic payment card that provides the card holder electronic access to his/her bank account at the financial institution. It is a card that deducts money directly from a consumer's checking account to pay for a purchase. Debit cards eliminate the need to carry cash to make purchases.</p> <p>d) Letter of Credit A letter of credit is a guarantee letter from a bank thereby guaranteeing that the buyer's payment to the seller will be received on time and for the correct amount. In case of non-payment, the bank will be required to cover the full or remaining amount of the purchase.</p> <p>e) Collection of Statistics Banks collect statistics giving important</p>	1x5	5	6

information relating to trade, commerce, industries, money and banking. They also publish valuable journals and bulletins containing articles on economic and financial matters.

f) **Acting Referee**

Banks may act as referees with respect to the financial standing, business reputation and respectability of customers.

g) **Underwriting Securities**

Banks underwrite the shares and debentures issued by the Government, public or private companies.

h) **Gift Cards**

Banks issue gift cards of various denominations to be used on auspicious occasions.

i) **Merchant Banking**

Some commercial banks have opened merchant banking divisions to provide merchant banking services.

j) **Automated Teller Machine (ATM) :** It is installed by almost all the banks to facilitate the customers to withdraw money at any time as per their convenience on all the days of the year.

k) **Electronic Clearing System (E.C.S.) :** This system helps to credit the funds faster. Under this system, the account holder can make payment to other parties having their account in the same banks without issuing any proper instrument.

(any five services. One mark for

	each point)			
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