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BSSI-015

DIPLOMA IN MODERN OFFICE

PRACTICE (DMOP)

Term-End Examination

December, 2021

BSSI-015 : OFFICE PROCEDURE

Time : 2 Hours

Maximum Marks : 50

Note : Answer the questions as per instructions.

Part—A

Note : All questions are compulsory.

1. Indicate whether the following statements are True (T) or False (F) : 1 each
 - (a) All office activities are of a routine nature.
 - (b) The office is a place where all records are prepared, handled and preserved for future reference.

- (c) It should not be the object of the office to avoid all unnecessary or avoidable work so that the cost may be minimum.
 - (d) There is no shortage of competent managers in decentralisation organisation.
 - (e) It is important to file each and every document in organisation.
 - (f) Mail received electronically require an elaborate handling procedure.
 - (g) In forms, one needs to fill only detailed information.
 - (h) For using accounting machines, skilled and trained staff is not required.
2. Fill in the blanks : 1 each
 - (a) Office uses the newspapers, media to inform the customers about at their use.
 - (b) All kinds of information and figures are available in the

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- (c) Office work must be performed with maximum efficiency and at a minimum
- (d) The work area's top should be at least as big as the standard office desk i. e. inches.
- (e) is very high speed express service for letters and documents with time bound delivery across the nation and around the world.
- (f) Any carelessness while designing of forms leads to heavy burden on the organisation.
- (g) The concept of functional organisation was given by
- (h) record need to be dealt with secrecy.

Part—B

3. Write short notes on any *five* of the following :

5×4=20

- (a) Purchase department

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- (b) Off the job training
- (c) Office library
- (d) Express Mail Service (EMS)
- (e) LCD projector
- (f) Paper shredder
- (g) Poste restante

Part—C

Note : Answer any *two* questions. 2×7=14

- 4. (a) Explain the term 'organisation'. What do you understand by the following ?
 - (i) line organisation, and
 - (ii) committee organisation.
- (b) Explain the principles of location of office.
- (c) Describe any *five* facilities given by department of posts regarding carriage of mail.

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P. T. O.