

DIPLOMA IN MODERN OFFICE

PRACTICE (DMOP)

Term-End Examination

June, 2025

BSSI-015 : OFFICE PROCEDURE

Time : 2 Hours

Maximum Marks : 50

Note : *Answer the questions from all Parts as per instructions.*

Part—A

Note : All questions are compulsory.

1. Indicate whether the following statements are True (T) or False (F) : 8×1=8
 - (a) The purchasing procedure is to call tenders and quotations.

- (b) Decentralization means delegation of power to take business decisions at lower level of management.
 - (c) The office should be located in a place where only public transport facilities are available.
 - (d) The filing system should be simple to understand and operate.
 - (e) Franking machine helps in printing of addresses on envelopes, parcels etc.
 - (f) An effective stock control system is not necessary to have optimum stocks and reducing costs.
 - (g) For using accounting machines, skilled and trained staff is not required.
 - (h) Functional organization creates a lot of problems if adapted at lower level.
2. Fill in the blanks : 8×1=8
- (a) The communications move from the top to bottom and to
 - (b) The concept of functional organisation was given by

- (c) Records act as unit of the organisation.
- (d) is unique 6 digit number, shortly known as PIN Code.
- (e) Enterprise forms automation software integrate and with processing systems.
- (f) Mechanization is replacement of labour by machine operations.
- (g) Magazines, newspapers or books are for a general business organisation.
- (h) Principle of should be followed for the expansion and contraction of file as per the needs of the organisation.

Part—B

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

5×4=20

- (a) Authority and responsibility
- (b) Important principles of location of office
- (c) Explain various methods of indexing.

- (d) Objectives of stock control
- (e) What are calculating machines ?
Describe their uses in a modern office.
- (f) Changing scenario of office
- (g) Committee organization
- (h) Discuss the techniques of safeguarding data.

Part—C

4. Answer any *two* of the following questions :

2×7=14

- (a) Discuss the various functions of an office. What steps will you take while organizing an office ?
- (b) What points should be taken care of while selecting or manufacturing an office building ?
- (c) Discuss mail room equipment which are useful in performing mailing operations efficiently.

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