

DIPLOMA IN MODERN OFFICE

PRACTICES (DMOP)

Term-End Examination

June, 2026

BSSI-015 : OFFICE PROCEDURES

Time : 2 Hours

Maximum Marks : 50

Note : (i) *Part A—All questions are compulsory.*

(ii) *Part B—Attempt any **five** questions.*

(iii) *Part C—Attempt any **two** questions.*

(iv) *Marks are indicated on the right hand side.*

Part—A

Note : *All questions are compulsory.*

1. Indicate whether the following statements are True (T) or False (F) : 8×1=8

- (a) An office is a place where business is transacted or professional services are available.
- (b) The art of good handwriting is an essential to find a job.
- (c) Performance of clerical work demands not only a clear brain but also proper physical condition.
- (d) Leadership quality is a must for all the office managers.
- (e) The office should be located in place where only public transport facilities are available.
- (f) It is important to file each and every document received in organization.
- (g) In forms one needs to fill only detailed information.
- (h) For using accounting machines, skilled and trained manpower is not required.

2. Fill in the blanks with appropriate answers :

8×1=8

- (a) Records act as unit of the organization.
- (b) is a unique six digit number shortly known as PIN Code.
- (c) A form is a record which had space for entering information.
- (d) Mechanization is replacement of labour by machine operations.
- (e) E-mail is a method of exchanging digital messages instantaneously across the with the help of e-mail address.
- (f) A is a device which allows users to print text and graphics on plain paper.
- (g) is a machine which helps in sorting of coins of different denomination.
- (h) is a very high speed express service for letters and documents with time bound delivery across the nation and around the world.

Part—B

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

5×4=20

- (a) Basic Principles of Delegation
- (b) Mobile Phone
- (c) Elements of office management
- (d) Importance of indexing
- (e) Value payable articles
- (f) Sanitation and cleanliness of workplace
- (g) Printer

Part—C

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

2×7=14

- (a) Describe the importance of office in your own words.
- (b) Who is an office manager ? Explain the functions of office manager.
- (c) What are the essentials of good filing system ? Explain.

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