



**2021/TDC(CBCS)/EVEN/SEM/  
COMDSE-602T/152A**

**TDC (CBCS) Even Semester Exam.,  
September—2021**

**COMMERCE**

**( 6th Semester )**

**Course No. : COMDSE-602T**

**( Office Management and Secretarial Practice )**

Full Marks : 70

Pass Marks : 28

Time : 3 hours

*The figures in the margin indicate full marks  
for the questions*

**SECTION—A**

Answer any *twenty* of the following as directed :

1×20=20

1. Define the term 'office'.
2. Write one quality of a good office manager.
3. Write one component of office management.



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4. What is the purpose of filing?
5. Write one type of indexing.
6. What is meant by weeding of old records?
7. Write one essential element of a good system of indexing.
8. \_\_\_\_\_ indexing does not come under 'page or book index'.  
( Fill in the blank )
9. What is centralized correspondence?
10. What is postal franking machine used for?
11. Name one equipment being used in centralized outward mail.
12. Peon book is also known as \_\_\_\_\_ book.  
( Fill in the blank )
13. What is e-form?
14. Name one type of office form.
15. What is loose-leaf ledger?
16. What is the purpose of managing stationery?

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( Continued )

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17. What is meant by 'paperless office'?
18. The Committee on Automation was held in the year 1972.  
( Write True or False )
19. Write one advantage of office mechanization.
20. What is an audio-visual aid?
21. Which computer is used for scientific and research data processing?
22. What do you understand by revised budget?
23. What is asset register?
24. What is verification of assets and liabilities?
25. Write one type of deposit accepted by banks.
26. The account which is opened by bank without the condition of minimum balance is known as \_\_\_\_\_.  
( Fill in the blank )
27. What is demand draft?
28. What is e-banking?
29. Write the full form of ATM.

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( Turn Over )



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30. What does TT stand for?
31. What does the 80-20 rule state?
32. What is meant by postal note?
33. Define 'secretary'.
34. A secretary is not responsible for compliance with legal requirements on behalf of his organization.  
( Write True or False )
35. Write one importance of office communication.
36. What is meant by video chat?
37. PABX stands for \_\_\_\_\_.  
( Fill in the blank )
38. What is web casting?
39. What do you understand by 'Minutes'?
40. What is FAX?

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( Continued )

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SECTION—B

Answer any *five* of the following questions : 2×5=10

41. Write two objectives of modern office.
42. Write two differences between centralized and decentralized filing.
43. Write any two services rendered by post office.
44. What are the two uses of continuous stationery?
45. What are the two benefits of office automation?
46. Write two differences between recurring and non-recurring expenditure.
47. Write two services of modern banking.
48. Write two differences between stale cheque and post-dated cheque.
49. State two qualifications of a personal secretary.
50. What are the two methods of drafting correspondence?

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SECTION—C

Answer any *five* of the following questions :  $8 \times 5 = 40$

51. Elaborate the functions of a modern office.
52. What is meant by filing? Explain the various methods of filing.  $2+6=8$
53. Draw up a detailed procedure for an effective and efficient control over the outward mail of an organization.
54. Explain the factors to be considered while designing forms.
55. Discuss the uses of various office appliances used in modern office.
56. What is vouching? Write down the features of vouching. State the important considerations before conducting vouching.  $1+2+5=8$
57. Write the procedure for opening a bank account.
58. Define 'cheque'. Discuss the various types of cheque.  $2+6=8$

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( Continued )

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59. "The office of the secretary is full of duties and responsibilities and not a sincere one." Explain.
60. Discuss briefly how modern technology has affected the office communication.

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