

Q.21 Explain retention and weeding out of papers.  
(CO2)

Q.22 Explain verbal communication. (CO1)

### SECTION-D

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

Q.23 What are the qualities of good business letter?  
(CO3)

Q.24 Explain Office routines. (CO2)

Q.25 Explain the process of Communication. (CO1)

No. of Printed Pages : 2

Roll No. ....

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**2nd Sem. / Branch: OMCA**

**Subject : Office Correspondence**

Time : 3 Hrs.

M.M. : 60

### SECTION-A

**Note:** Multiple choice questions. All questions are compulsory (6x1=6)

Q.1 A letter of adjustment must explain (CO3)

- a) Excuses                      b) Lie
- c) Facts                         d) Fakeness

Q.2 Under which system of classification, the files are grouped on country, states, towns or district basis, according to the area of application?  
(CO2)

- a) Numerical                      b) Alphabetical
- c) Geographical                 d) None of above

Q.3 Communication is a \_\_\_\_\_ (CO1)

- a) One way process
- b) Two way process
- c) Three way process
- d) Four way process

Q.4 Durable stationary does not include\_\_\_\_\_ (CO2)

- a) Stapler                      b) Pins
- c) Paper Weight              d) Punching Machine

Q.5 Which of the following is the function of commercial bank? (CO4)

- a) Accepting deposits
- b) Granting Loans
- c) Agency function
- d) All of the above

Q.6 Withdrew excess amount from bank account more than deposited is known as\_\_\_\_\_ (CO4)

- a) Advance                      b) Overdraft
- c) Loan                          d) None of above

### SECTION-B

**Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)

Q.7 Indexing is the guide or symbol which indicates the exact location of required files. (T/F) (CO2)

Q.8 The language in official letters is polite and friendly (T/F) (CO3)

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Q.9 Wedding is the act of removing unnecessary files OR documents from the active records. (T/F) (CO2)

Q.10 Form is a printed piece of paper or card on which entries are usually made against marked headings. (T/F) (CO2)

Q.11 Full form of D.O. \_\_\_\_\_ (CO5)

Q.12 A commercial bank acts as an agent of its customers. (T/F) (CO4)

### SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

Q.13 Explain filling. (CO2)

Q.14 Explain flow of work. (CO2)

Q.15 What is Bank. (CO4)

Q.16 Explain bank overdraft. (CO4)

Q.17 What is official correspondence? (CO5)

Q.18 Explain Demi-Official letter. (CO5)

Q.19 Explain complain letters. (CO3)

Q.20 Explain letter of inquiry. (CO3)

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