

- Q.16 What are the key steps involved in outgoing mail procedures?
- Q.17 What are the main types of postal services used in office mail handling?
- Q.18 What is the role of Indexing in an office filing system?
- Q.19 What is the need of office system?
- Q.20 What is the role of office filling in document management?
- Q.21 Discuss the different type of record maintained in office procedures.
- Q.22 Discuss the classifications of files.

#### Section-D

**Note:** Long answer questions. Attempt any two questions out of three Questions.  $(2 \times 8 = 16)$

- Q.23 Discuss the Environment of an office and Security of the office.
- Q.24 What is Office filling? Explain its importance.
- Q.25 Discuss the different ways of office correspondence.

No. of Printed Pages : 4  
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224154 B

**5th Sem. Branch: Finance, Accounts & Auditing**  
**Sub : Office Procedures**

Time : 3 Hrs.

M.M. : 60

#### SECTION-A

**Note: Multiple choice Questions. All Questions are compulsory.  $(6 \times 1 = 6)$**

- Q.1 Which of the following is true about handling office mail?
- Mail should be opened without any procedure
  - Incoming mail should be logged before being opened
  - Mail should only be distributed to the sender
  - Outgoing mail can be sent without verification
- Q.2 What is the primary difference between traditional and modern filing methods?
- Traditional filing uses paper-bases systems, while modern filing is digital
  - Traditional filing is faster
  - Modern fillings is more secure
  - There is no difference

- Q.3 Which of the following is an essential principle of record keeping?
- Records should be stored indefinitely
  - Records should be organized to allow easy retrieval
  - Records should be stored randomly
  - Records should be kept without a backup system.
- Q.4 Which type of office record should be retained permanently?
- Daily reports
  - Financial records
  - Personal employee details
  - Correspondence relating to legal matters
- Q.5 What is indexing in the context of office management?
- Organizing documents by date
  - Creating a systematic method for locating files
  - Labeling files with colors
  - Creating a new office procedure
- Q.6 What is the importance of indexing in an office?
- It helps in organizing office furniture
  - It makes it easier to retrieve and refer to records
  - It allows for more space in the office
  - It makes office tasks more difficult

### Section-B

**Note:** Objective/Completion type questions. All questions are compulsory.  $(6 \times 1 = 6)$

- Q.7 The layout of an office should only focus on maximizing desk space. (True/False)
- Q.8 Modern office management relies heavily on digital tools and technology for better efficiency. (True/False)
- Q.9 The environment of an office has a significant impact on employees productivity. (True/False)
- Q.10 Office security should only concern the physical security of the premises, not digital security. (True/False)
- Q.11 Stationery items like paper, pens, and clips are essential for effective office work. (True/False)
- Q.12 Work flow planning is not necessary in an office with a small staff. (True/False)

### Section-C

**Note:** Short answer type Questions. Attempt any eight questions out of ten Questions.  $(8 \times 4 = 32)$

- Q.13 What are the key elements of office management?
- Q.14 What are the common types of stationery used in an office?
- Q.15 Why is office security important?