



- b) Important records
- c) Active records
- d) non-essential records

Q.4 Multiple copy office forms are

- a) Standard sized            b) types on computer
- c) Color coded                d) All of these

Q.5 All the physical mail received in an organization is usually \_\_\_\_\_ to authenticate receiving of the same in the organization.

- a) Sorted                        b) Date stamped
- c) Handed over                d) None of these

Q.6 \_\_\_\_\_ may be defined as a guide to locate the required file.

- a) Filing                         b) Vouching
- c) Recording                    d) Indexing

### SECTION-B

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

Q.7 In \_\_\_\_\_ filing, folders, drawers, cabinets and cupboards are required.

Q.8 The process of creating new forms based on the needs of the office is called \_\_\_\_\_.

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Q.9 Inquiries, orders, payments and sales reports are examples of \_\_\_\_\_ mail.

Q.10 An electronic record keeping system improves the efficiency of an organization.(True/False)

Q.11 Registered post is quicker than speed post. (True/False)

Q.12 Visible indexing helps in quick location of files. (True/False)

### SECTION-C

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

Q.13 What are the various advantages and disadvantages of numerical classification?

Q.14 What are the advantages of centralized filing system?

Q.15 Why does an office need an effective record management system?

Q.16 Discuss the disadvantages of computer based recording in detail.

Q.17 What is a form? Why does office need forms?

Q.18 What is the process of designing a form?

Q.19 Discuss the principles of drafting a correspondence,

Q.20 Discuss the advantages and disadvantages of e-mail.

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