

- Q.17 Explain Letter of Credit. (CO4)
- Q.18 What is office Circular? (CO5)
- Q.19 Explain Govt. notification and press release. (CO5)
- Q.20 Explain the Block form of letter. (CO3)
- Q.21 Explain the factors to be considered while drafting a adjustment Letter. (CO3)
- Q.22 Explain briefly the process of communication. (CO1)

#### SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)
- Q.23 Explain layout of Business letter. (CO3)
- Q.24 What do you mean by filing? Discuss the essentials of a good filing system. (CO1)
- Q.25 Write a letter to the bank asking for overdraft facility. (CO4)

No. of Printed Pages : 4  
Roll No. ....

223024

#### 2nd Sem / OMCA

#### Subject : Office Correspondence

Time : 3 Hrs.

M.M. : 60

#### SECTION-A

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

- Q.1 Placement of purchase order to supplier of material is \_\_\_\_\_ (CO1)
- Vertical communication
  - Horizontal communication
  - Internal communication
  - External communication
- Q.2 Which of the following combination is/are example/s of written communication? (CO1)
- Letters and voicemail
  - Reports and email
  - Circulars and voicemail
  - All the above

- Q.3 The classification of filing done on the basis of letters in English language is called\_\_\_\_\_ (CO2)
- alphabetical classification
  - numerical classification
  - alpha-numeric classification
  - chronological classification
- Q.4 Name the process of arranging and storing records in neat, orderly and efficient manner so that they can be located easily and quickly when they are required. (CO2)
- Indexing
  - Mailing
  - Filing
  - Recording
- Q.5 Withdrew excess amount from bank account more than deposited is known as\_\_\_\_\_. (CO4)
- Advance
  - Overdraft
  - Loan
  - None of the above
- Q.6 Which of these is used to conclude Official letter? (CO5)
- Yours faithfully
  - Yours truly
  - Yours sincerely
  - None of the above

(2)

223024

## SECTION-B

- Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)
- Q.7 Communication is the\_\_\_\_\_ of sending ideas, information, facts from one place to other. (CO1)
- Q.8 An effective filing system improves the efficiency of an organization. (True/False) (CO2)
- Q.9 Forms on the basis of copies can be single copy or\_\_\_\_\_ copies forms. (CO2)
- Q.10 Explain Post script. (CO3)
- Q.11 A commercial bank acts as an agent of its customers. (True/False) (CO4)
- Q.12 A memo is a message in writing agent sent by one person or department to another within the same organization.(True/False) (CO5)

## SECTION-C

- Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)
- Q.13 What is Office Correspondence? (CO1)
- Q.14 Explain retention and weeding out of papers. (CO2)
- Q.15 Write the qualities of good indexing. (CO2)
- Q.16 What are the primary functions of a commercial bank. (CO4)

(3)

223024