

**CLASS : 12th (Sr. Secondary)      Code No. 4335**  
**Series : SS-M/2019**

Roll No. 

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**OFFICE SECRETARYSHIP AND STENOGRAPHY IN  
ENGLISH**

**ACADEMIC/OPEN**

(Only for Fresh/Re-appear Candidates)

Time allowed : 3 hours ]      [ Maximum Marks : 60

- *Please make sure that the printed pages in this question paper are 4 in number and it contains 15 questions.*
- *The **Code No.** on the right side of the question paper should be written by the candidate on the front page of the answer-book.*
- *Before beginning to answer a question, its Serial Number must be written.*
- *Don't leave blank page/pages in your answer-book.*
- *Except answer-book, no extra sheet will be given. Write to the point and do not strike the written answer.*
- *Candidates must write their Roll Number on the question paper.*
- *Before answering the question, ensure that you have been supplied the correct and complete question paper, **no claim in this regard, will be entertained after examination.***

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**Note :** (i) **All questions are compulsory.**

(ii) Marks for each question are indicated against it.

(iii) Your answer should be according to marks.

**SECTION – A**

[ M. M. : 25

1. Explain briefly : 1 × 4 = 4
- (a) CCTV means :
- (i) A TV connected with internet
  - (ii) A TV connected with close circuit camera
  - (iii) Colourful TV
  - (iv) Black and White TV
- (b) Telephone directory means :
- (i) Director of Phones
  - (ii) A directory which contains telephone consumer names and address
  - (iii) A kind of diary
  - (iv) None of the above
- (c) Stock Register
- (d) Meeting
2. Explain Post Office Guide with its use. 4
3. Explain the importance of office stationery. 4
4. Write a note on Agenda. 4
5. Write the procedure to write minutes of a meeting. 4
6. Write the quality and qualification of a Secretary. 5

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**OR**

Write a detailed note on importance and uses of office stationery.

**SECTION – B**

[ M. M. : 20

7. Explain briefly : 1 × 4 = 4
- (a) In shorthand, the period or full stop is represented by :
- (i) a small cross
  - (ii) a light dot
  - (iii) a heavy dot
  - (iv) none of the above
- (b) Downward R is written when :
- (i) preceded by a vowel sound
  - (ii) followed by a vowel sound
  - (iii) before M
  - (iv) all of the above
- (c) Size of stroke
- (d) Nasals consonants
8. What do you know about intervening vowels ? 4
9. Write a brief note on Punctuation sign in shorthand. 4
10. What do you know about Diphthongs ? Explain with examples. 4
11. What is a Phraseography ? Write the qualities of a good phraseography. 4

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**OR**

Write the rules regarding the use of strokes S and Z. Support your answer with suitable examples.

**SECTION – C**

[ M. M. : 15

- 12.** Explain briefly : 1 × 4 = 4
- (a) The basic parts of a Computer :
- (i) Input Unit
  - (ii) Memory Unit
  - (iii) CPU
  - (iv) All of the above
- (b) What do you know about Plotter ?
- (c) ALU
- (d) CPU
- 13.** What is a Computer System ? 3
- 14.** What is data, information and processing ? 4
- 15.** What is the Central Processing Unit ? Explain the function of CPU in detail. 4

**OR**

What is Mail Merge ? Explain the steps of performing Mail Merge.



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