

Class – XI

Subject : O.S.S. English

Session : 2024 – 25

Time : 2.30 Hours

Maximum Marks : 60

Section – A

1. The Functions which are done by Senior Officers in an office are called..... 1 x 15
 - (i) Secretarial Function
 - (ii) Administrative Function
 - (iii) Clerical Function
 - (iv) None of these
2. There are.....types of Mail.
 - (i) 2
 - (ii) 4
 - (iii) 3
 - (iv) 5
3. How many Methods of typing ?
 - (i) 4
 - (ii) 3
 - (iii) 2
 - (iv) 6
4. How many types of Computer according to Technology ?
 - (i) 4
 - (ii) 3
 - (iii) 2
 - (iv) 7
5. How many long Vowels in Pitman Shorthand ?
 - (i) 5
 - (ii) 2
 - (iii) 3
 - (iv) 6

6. How many Horizontal Consonants in Pitman Short hand ?
 - (i) 5
 - (ii) 2
 - (iii) 3
 - (iv) 6
7. Index meansto be things .
8. The Consonants are divided inClasses.
9. Key board in an device.
10. How many Methods of filing ?
11. How many types of Memory ?
12. What should be the length or size of the Consonant.
13. Full Form of ALU
14. Full Form of RAM
15. What is the First electronic Computer .

Section – B

Note: - Answer any 06 out of given 08 questions. (2 x 6)

16. What do you mean by Modern Office ? 2
17. What do you know about letter ? 2
18. What do you know about Mail ? 2
19. Describe the output device Monitor. 2
20. Why we use Computer ? 2
21. What do you mean by C.P.U. 2
22. What do you mean by Stenography ? 2

23. Define Vowel ? State the number of Vowels. 2

Section – C

Note: - Answer any 06 out of given 08 questions. (3 x 6)

24. Give Meaning and Importance of Mail. 3
25. Write down about official letter. 3
26. Describe out ward Mail. 3
27. Give Meaning and Characteristics of Computer. 3
28. Describe Touch Method of Typing. 3
29. Describe start of Computer by using window operating system. 3
30. How the Consonants are written Jointly ? Explain in detail. 3
31. Write down the Classification of Consonants ? 3

Section – D

Note: - Answer any 03 out of given 06 questions. (5 x 3)

32. Write down the meaning and types of Indexing ? 5
or
Write down the old and New method of Filing ?
33. Giving detail the Parts of C.P.U. 5
or
How many generation of Computer giving detail ?
34. What should be the qualities for becoming efficient Stenographer ? 5
or
How many kinds of Vowel in Pitman Shorthand giving detail ?

Marking Scheme

OFFICE SECRETARYSHIP AND STENOGRAPHY IN ENGLISH

Q. 1. The Functions which are done by Senior Officers in an Office are
Called.....

Ans. Administrative Function.

Q. 2. How many types of Mail ?

Ans. 2

Q. 3. How many Method of typing ?

Ans. 2

Q. 4. How many types of Computer according to technology ?

Ans. 3

Q. 5. How many long Vowels in Pitman Shorthand ?

Ans. 6

Q. 6. How many Horizontal Consonants in Pitman Shorthand ?

Ans. 5

Q. 7. Index meansto be thing.

Ans. Pointing

Q. 8. The Consonants are divided in Classes.

Ans. 6

Q. 9. Keyboard is andevice.

- Ans. Input
- Q. 10. How many Method of Typing ?
- Ans. 2
- Q. 11. How many types of Memory ?
- Ans. 2
- Q. 12. What should be the length or size of the Consonant ?
- Ans. 1/6 of an Inch
- Q. 13. Full Form of ALU
- Ans. Arithmetic Logic Unit
- Q. 14. Full Form of RAM
- Ans. Random Access Memory.
- Q. 15. What is the First electronic Computer ?
- Ans. ENIAC

Section – B

Question No. 16 to 23 of each 02 Marks

- Q. 16. What do you mean by Modern Office ?
- Ans. Office is a Place where all types of Clerical work is done. 1
- All Types of work are handled by the Clerk. 1
- Q. 17. What do you know about letter ?
- Ans. A written, typed or Printed Communication addressed to a person or organization is called letter. 1

It sent in an envelope by Post or Messenger. 1

Q. 18. What do you know about Mail ?

Ans. All types of written documents received and sent is called Mail. 1

Mail is handled by Office Clerk. 1

Q. 19. Describe the Computer output device Monitor ?

Ans. Monitor like a Small T.V. set, on which we can see the text or graphics that Computers provide in response to the instruction we give. 1

Monitor is output device which display the result of process that are performed by CPU, 1

Q. 20. Why we use Computer ?

Ans. We use Computer for accuracy, speed, diligence, versatility and storage. 1

We use Computer for Entertainment, Communication, education, research etc. 1

Q. 21. What do you mean by C.P.U.

Ans. The Full Form of C.P.U. is Central Processing Unit. 1

It Process data to Convert it in to information, which is Meaningful to the user. 1

Q. 22. What do you mean by Stenography ?

Ans. Steno means sound and graphy means writing, thus writing according to sound is called Stenography. 1

In Stenography we write more than English Language in Short time. 1

Q. 23. Define Vowel ? State the number of Vowel.

Ans. If the Mouth Passage is left so open as not to Cause stopping of breath in any part of the Mouth and voiced breath is sent through it, we have a vowel. 1

Twelve Vowels in Pitman shorthand, six long and six short. 1

Section – C

Question No. 24 to 31 of each 03 Marks

Q. 24. Give meaning and importance of Mail.

Ans. Meaning:- Every Office has send and receive Communication every day like letters, telegrams, Circulars, notification etc. are know as Mail. 1

Importance - With the help of letters our relatives, Friends, neighbors are connected. 1

The Mailing department of an office has to play an important role to maintain good relations with the other organization. 1

Q. 25. Write down about official letter ?

- Ans. It is very important that your letter have the desired effect on the reader. In order to achieve this they should be: - 1
- (i) In the correct format $\frac{1}{2}$
 - (ii) Short and to the Point $\frac{1}{2}$
 - (iii) Relevant
 - (iv) Free of any grammatic or Spelling Mistakes. $\frac{1}{2}$
 - (v) Polite, even if you are complaining. $\frac{1}{2}$
 - (vi) Well presented.

Q. 26. Describe out ward Mail.

- Ans. The written Communication which are dispatched from one office to another office is called out ward Mail. 1
- It has pass through following operations before sending: -
- (i) Recording $\frac{1}{2}$
 - (ii) Enveloping and addressing $\frac{1}{2}$
 - (iii) Affixing Postage stamps $\frac{1}{2}$
 - (iv) Postage $\frac{1}{2}$

Q. 27. Give meaning and Characteristics of Computer.

Ans. Computer is an electronic device which process data and give a meaningful result. 1

Characteristics: -

(i) High speed 1/2

(ii) Accuracy 1/2

(iii) Power of remembering 1/2

(iv) Quick decision 1/2

Q. 28. Describe Touch Method of Typing.

Ans. Type writing is done by without looking at the keyboard and pressing them with the help of all the fingers of both hand. 1

In the touch Method eyes are put on the typing matter and not on the keys of Keyboard. 1

This Method was introduced by Charles MC Gurrin of U.S.A and is the most popular method adopted throughout the world by typists, Stenographers, Authors, Journalists etc. 1

Q. 29. Describe Start of Computer by using window operating system.

Ans. There is a Start button C.P.U. Cabinet, To Start Computer press this button. 1

Computer loads necessary files in RAM to proper function of Computer device. 1

After Complete starting process, there is a screen shows on Monitor, which is called desktop. 1

Q. 30. How to Consonant are written jointly ? Explain in detail.

Ans. Two or More Consonant can join without lifting pen or pencil. 1

If the Ist Consonant of any outline is downward, or upward that will be written on the line. 1

If the Ist Consonant of any outline is Horizontal and IInd is downward, the second Consonant will be written on the line. 1

Q. 31. Write down the Classification of the Consonants ?

Ans. Consonants are divided in six Classes:-

(i) Explodent - P, B, T, D, CH, J, K, G 1/2

(ii) Continuants - F, V, ith, The, S, Z, SH, ZH 1/2

(iii) Liquids - M, N,, ING 1/2

(iv) Nasals - N & R 1/2

(v) Coalescents - W & Y 1/2

(vi) Aspirate - H (upward, Downward) 1/2

Section – D

Question No. 32 to 34 of each 05 Marks

Q. 32. Write down the meaning and types of Indexing ?

Ans. Meaning – Index means pointing to be thing. 1

Index is prepared to facilitate the location of various record. 1.5

Types of Indexing:-

(i) Book Index $\frac{1}{2}$

(ii) Vowel Index $\frac{1}{2}$

(iii) Loose leaf book $\frac{1}{2}$

(iv) Card Index $\frac{1}{2}$

(v) Cross Reference $\frac{1}{2}$

Or

Q. Write down the old and new Method of filing ?

Ans. Old Method:-

(i) Wire or Hook file → The file is made of a thin wire. $\frac{1}{2}$

(ii) Card board file → It is made of a thick Cardboard. $\frac{1}{2}$

(iii) Pigeon hole file → In this Method a filing cabinet containing 24 square boxes. $\frac{1}{2}$

(iv) Press copy book file → All letters which are sent out are copied in a book marked for the purpose. $\frac{1}{2}$

New Method:-

- (i) Flat files → It is made of a thick paper. 1/2
- (ii) Arch lever file → It is made of very thick Card board operated by a lever. 1/2
- (iii) Folders → These are made of strong folded sheet. 1/2
- (iv) Guide Card → It is divide the drawers in to suitable sections. 1/2
- (v) Absent Card → Whenever a folder is taken out from the Cabinet a Card. Which is known as absent Card. 1/2
- (vi) Cabinet → It is specifically designed and used for keeping the folders. 1/2

Q. 33. Giving detail the Parts of C.P.U.

Ans. It Processes data to convert it in to information.

Parts of C.P.U.:-

- (i) Control unit → It Controls as Manages all the operation of the C.P.U. 1
- (ii) A.L.U. → Other aarthmatic unit are perform by this unit. 1
- (iii) Memory → There are two types of Memory. 1

Main Memory → Main Memory is divided in to two parts

(A) ROM – It is temporary Memory of the Computer. 1/2

(B) RAM – It is Permanent Memory of the Computer. 1/2

Secondary Memory → Floppy disk and hard disk is
secondary memory of the Computer. 1

Or

Q. How many generation of Computer giving detail ?

Ans. There are mainly five generation of Computer such as:-

(i) First Generation → In this generation vacuum tubes are
used. 1

(ii) Second Generation → In this type of Computer transistor
are used. 1

(iii) Third Generation → In this generation integrated circuit is
used. 1

(iv) Fourth Generation → In this type Micro processor
technology is used. 1

(v) Fifth Generation → It has large memory Capacity and much
fast from other Computers. 1

Q. 34. What should be the qualities for becoming efficient Stenographer ?

Ans. These are the best qualities for a stenographer:-

1. Possess good speed and accuracy in Shorthand and typewriting. 1

2. Have a good Vocabulary of English Language. 1
3. Be able to take down notes in shorthand of any kind without any fear. 1
4. Be Clean, neat in appearance and pleasant in Manners. 1
5. Be able to polite and Co-operative with others. 1

or

Q. How many kinds of vowel in Pitman shorthand giving detail ?

Ans. Two kinds of Vowel in Pitman Shorthand. 1

1. Long vowel → Ah, a, e, aw, O, OO.

First three vowels → Ah, a, e are represented by heavy dot.

Next three long Vowels → aw, o, oo are represented by heavy desh. 2

2. Short Vowels → a, e, i, o, u, oo

First Three Short Vowels → a, e, i are represented by light dot.

Next three short vowels → o, u, oo are represented by light desh. 2

Class – XII

Subject : O.S.S. English

Session : 2024 – 25

Time : 2.30 Hours

Maximum Marks : 60

Section – A

Note :- Multiple choice questions. All carry equal marks. 1 X15 =15

Q. 1. The material used in offices for doing clerical work is called. 1

A) Book B) Stationary. C) Paper D) Cardboard.

Q. 2. Stock record is maintained by 1

A) Store keeper B) Head C) Clerk D) None

Q. 3. Printer is an Device. 1

A) Input B) Output C) Storage D) Back up

Q. 4. Windows is user operating system 1

A) Single B) Double C) Multi D) None

Q. 5. There are..... total Consonants in English Short-hand. 1

A) Four B) Six C) Twelve D) Twenty Six

Q. 6. There are _____ total Diphthongs in English shorthand. 1

A) 3 B) 4 C) 6 D) 12

Note :- Fill in the blanks :-

Q. 7. Names and Telephone no. are printed in_____. 1

Q. 8. _____is a list of program to be discussed at a meeting. 1

Q. 9. CPU is called _____ of computer. 1

Q. 10. _____is more powerful than Note Pad. 1

- Q. 11. There are Qualities of good phrase. 1
- Q. 12. Stroke when joined must be written without.....the pen/ pencil. 1
- Note :- Answer the following :-
- Q. 13. Full form of R.O.M. 1
- Q. 14. Write the full form of A.L.U. 1
- Q.15. Length of a Stroke in Eng. Shorthand. 1

SECTION - B

Note :- Very Short Answer Type Questions. Attempt any 6 questions. $2 \times 6 = 12$

- Q. 16. Write short note on CCTV. 2
- Q. 17. Explain Agenda of a meeting. 2
- Q. 18. Define Ruler Line. 2
- Q. 19. Give overview of Paintbrush. 2
- Q. 20. What do you know about intervening vowels ? 2
- Q. 21. Define Diphthongs in English Shorthand. 2
- Q. 22 Define Vowel meaning in Engl. Shorthand 2
- Q. 23 Define Icons in Computer 2

SECTION - C

Note :- Short Answer Type Questions. Attempt any 6 questions. $3 \times 6 = 18$

- Q. 24. Explain Post Office Guide Book and their uses. 3
- Q. 25. Give Meaning and Functions of Stenographer. 3
- Q. 26. What do you mean by Word Pad ? 3
- Q. 27. How do you create a document in MS Office. 3

Q. 28. Explain the downward R in Eng. Shorthand with examples.	3
Q. 29. What do you know about Phraseography ? with example.	3
Q. 30 Define CPU with its units.	3
Q. 31 Define ST & STR Loop	3

SECTION - D

Note :- Long Answer Type Questions. Attempt any 3 questions. 5x3 = 15

Q. 32. Give Meaning and Functions of Personal Secretary.	5
Q. 33. Define the Format menu options of MS Word.	5
Q. 34. Define circle S and Z by giving suitable examples.	5
Q. 35. Define the Railway Time Table with specimen copy.	5
Q. 36. Explain the find & replace in MS Word.	5

Class – 12th

Session 2024 – 25

Marking Scheme

OFFICE SECRETARYSHIP AND STENOGRAPHY IN ENGLISH

SECTION - A

Note :-Very Short answer type question :-

1 x 15 =15

Q. 1 The material used in offices for doing clerical work is called.

Ans. Stationary

Q. 2 The stock record is maintained by

Ans. Store keeper

Q. 3 Printer is an Device.

Ans. Output

Q. 4 Window is user operating system.

Ans. Multi

Q. 5 There are total consonants in English shorthand.

Ans. 26

Q. 6 There are total Dipthongs in English shorthand.

Ans. 4

Q. 7 Names and telephone number are printed in

Ans. Telephone Directory

Q. 8 is a list of program to be discussed at a meeting.

Ans. Agenda

Q. 9 CPU is called of computer.

Ans. Brain

Q.10 is more powerful than notepad.

Ans. MS Word

Q. 11 There are Qualities of a good Phrase.

Ans. 3

Q. 12 Stroke when joined must be written without the pen / pencil.

Ans. Lifting

Q.13 Full form of ROM.

Ans. Read Only Memory

Q. 14 Write the full form of ALU.

Ans. Arithmetic Logic Unit

Q. 15 Length of a stroke in English shorthand.

Ans. 1/6 of an inch.

SECTION B

Note :- Short Answer Type Questions :-

2 x 6 =12

Q. 16 Write a short note on CCTV.

Ans. CCTV – Closed Circuit Television. 1

It is a TV system in which signals are not Publically distributed but are monitored for security purpose. 1

Q.17 Explain Agenda of a meeting.

Ans. By Agenda we mean ‘things to be done’. 1

The word Agenda denotes the program or list of the item of the business to be transacted at the meeting. 1

Q. 18 Define Ruler Line.

Ans. A Ruler Line is a measuring tool. 1

- We can set Tabs, Margins & Indents. 1
- Q. 19 Give overview of Paintbrush.
- Ans. Paint Brush is used to draw any picture or other feature. This picture can print or set as a background in the computer. 1
- Windows contains a fairly useful graphics program called Paint. 1
- Q. 20 What do you know about intervening vowels ?
- Ans. Intervening vowel:- When two or more strokes are joined & any 3rd place vowel come between them. 1
- It is placed at the third place of previous stroke. 1
- Q. 21 Define Diphthongs in English Shorthand.
- Ans. A diphthong is union of two vowel sounds in one syllable. 1
- Four diphthongs (I,OW,OI,U) are used in Pitman Shorthand. 1
- Q. 22 Define vowels meaning in English Shorthand.
- Ans. According to Prof. Sweet, "If the mouth-passage is left so open as not to cause audible friction and voiced breath is sent through it, we have a vowel." 2
- Q. 23 Define Icons in computer.
- Ans. Icon is a small graphical representation of a program or file. 1
- When we double-click an icon, the associated file or program will be opened. 1

SECTION - C

Note :- Short Answer Type Questions :- 3 x 6 = 18

Q. 24 Explain Post Office Guide Book and their uses.

Ans. It is a book of instructions related to Post office activities. 1

It contains various types of information and instructions such as rate of Post

card, inland letter and envelopes etc. 1

It also helps us to know about the overseas letters which are sent by air or by sea to another country. The post office guide is published by Postal &

Telegraph Department. . 1

Q. 25 Give meanings and function of Stenographer.

Ans.. The Stenographer is a person who has to do routine office work. He writes letters, reports etc.

Duties:-

a) Taking down dictations and transcribing them on computer . 1

b) Exchange and communication of letters, message and orders. 1

c) Typing letters & receiving telephone calls and communication messages to the concerned person. 1

Q. 26 What do you mean by Word Pad ?

Ans.. Word Pad :- Word pad is used to write any matter in the memory of computer. MS Word is the advance version of Word Pad. 1

There are many options in Word Pad such as Save, Edit, Print etc. 1

We can also use Cut, Copy, Paste, or delete. 1

Q. 27 How do you create a document in MS Office.

Ans. After start MS Word, we can create any file in which we can write any matter. 1

Save it in the memory of computer. 1

After create any file we can open & edit matter. 1

Q. 28 Explain the downward R in English Shorthand with examples.

Ans. The consonant R is provided with two different forms i.e. upward and

downward. The use of upward and downward form of R is as under: -

Downward 'R' : - The downward R is used in the following cases:

a) Initial R is written downward when it is preceded by a vowel sound.

Arm Ore 1

b) Final R is written downward, when it is not followed by a vowel sound.

Car Share 1

c) R is always written downward before the stroke M . e.g.

Ram Roam 1

Q. 29 What do you know about Phraseography with examples.

Ans. When two or more words is written together without lifting the pen is called a phraseography. 1

The obtained outline is called phraseogram. 1

A good phraseogram has the following 3 qualities such as Facility, Lineality & Legibility. 1

Q. 30 Define CPU with its units.

Ans. A computer system is an electronic device which stores and processes raw information to give useful information in a particular order. 1

Central Processing Unit (CPU):- Central processing unit (CPU) is the main component or 'Brain' of a computer which performs all the processing of input data. In a computer system, all major calculations and comparisons are made inside the CPU . 1

It has two components. (i) Arithmetic and logic unit (ALU), (ii) Control Unit (CU) 1

Q. 31 Define ST & STR Loop.

Ans. Loop :- A small loop just like the shape of an egg added to the half length of the stroke is called loop, represents the sound of ST, SD or ZD. 1

Use of Loop ST:- Like the circle S, the initial ST loop is read first and final is always read last. e. g.

Steam _____ Past _____ 1

Use of Loop STR :- Like the circle & Loop ST the STR loop is used in middle & at the end not initial.

Faster _____ Masterpiece _____ 1

SECTION - D

Note :- Long Answer Type Questions :- 5 x 3 = 15

Q. 32 Give Meaning and Functions of Personal Secretary.

Ans. Personal Secretary :- A person employed by an individual or an office to assist with correspondence, make appointments and carry out administrative tasks. A person, usually an official, who is incharge of the records, correspondence, minutes of the meetings & related affairs of an organization. 1

Functions / duties:- The role of the Secretary is to support the chair/Boss in ensuring the smooth functioning of the management committee. In summary the Secretary is responsible for:-

1. Ensuring meetings are effectively organized and minutes. 1
2. Maintaining effective records and administration. 1
3. Upholding the legal requirements of governing documents. 1
4. Communication and correspondence. 1

Q.33 Define The Format menu options of MS Word.

Ans. Format menu of MS Word :- There are many options of Format menu such as :-

- A. Font :- It is used to change the style of the letters. 1
- B. Font Size :- It this we can change the size of the font as reduce 6 and large up to 72. 1
- C. Alignment : – We can set the matter in the Left, Center, Right and Justified in the alignment. 1
- D. Bullets : – The user can set any type of Bullets before start any Line / paragraph. 1
- E. Borders : - The different types of borders available in the this option. 1

Q. 34 Define circle S and Z by giving suitable examples.

Ans. Circle S or Z :- Stroke S or Z can be written by a small circle. A small circle which is used for the light sound of ‘S’ may be written initially . 1

The initial small circle is written with left motion if added to all the straight strokes. e.g. 1

Pass Seat

Circle S is written inside the curve strokes. Vowels coming after S or Z are put in before side of the next consonant. 1

Face Nose

If circle S or Z comes between two straight strokes which are making an angel, the circle is written outside the angel. 1

Task Risk

If S or Z circle comes between two curve strokes, the circle is written inside the first curve. 1

Muscle Loser

Q. 35 Define the Railway time Table with specimen copy.

Ans. Railway Time Table is a book of various travel information. This book help us to know about the arrival and departure of trains at a station. 1
We come to know about the distance and fare of various stations. The distance noted in this book is only approximately. It gives passenger an idea of the journey and fare. 1

It also shows the fare of different classes of the different trains. This book is very useful for those people who always travel in the train. 1

Specimen of Railway Time Table Book is given below:- 2

Sr. No.	Train No.	Train Name	From	To	Arrival Time	Departure Time	Days
1	22510	Punjab Mail	Delhi	Amritsar	6:40	6:42	1,3,5,7
2	28605	Pooja Express	Delhi	Jammu	10:50	10:55	Daily
3	10127	Malwa Express	Delhi	Mumbi	18:40	18:45	2,4,6

Q. 36 Explain the Find & replace in MS Word.

Ans. MS-Word is a window based application . It is a software package that can process the word i.e. by using it you can create a document, edit it, modify it and save it. MS-Word offers a number of facilities to its users. 1

Find :- We can find any word in the whole document. Computer will ask about that word and shift the control one by one on the desired word. 1

Replace :- After find any word if the user want to replace some the word with a

new word then computer gives the facility to replace the old word with a new word. 1

Computer ask about old word which you want to find and a new word by which you want to replace that word. After apply this command the control shift on the specific word and computer ask about replace it (Y/N) before replace. 1

If we select Yes then it replace with new word otherwise the old word display on the screen. After this the control on the next word and ask this again

Find & Replace in MS Word. 1