

- a) Numerical
 - b) Alphabetical
 - c) Geographical
 - d) None of the above
- Q.4 The chief activities included under _____ are filing system, indexing, micro filing and information retrieval. (CO4)
- a) record management
 - b) office correspondence
 - c) office organization
 - d) None of the above

- Q.5 The advantage(s) of indexing is/are (CO5)
- a) papers and documents can be easily located
 - b) it ensures easy and quick cross-referencing
 - c) there is lower cost of records management
 - d) All of the above

- Q.6 The factor(s) which affect the designing of a 'form' are (CO2)
- a) paper quality
 - b) paper size
 - c) Both 'a' and 'b'
 - d) None of the above

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SECTION-B

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

- Q.7 Mail and post is the same thing. (True/False) (CO3)
- Q.8 An effective filing system improves the efficiency of an organization. (True/False) (CO4)
- Q.9 Visible indexing helps in quick location of files. (True/False) (CO5)
- Q.10 The process of creating new forms based on the needs of the office is called _____. (CO2)
- Q.11 Give any two importance of record management (CO4)
- Q.12 What is Speed post? (CO3)

SECTION-C

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

- Q.13 What are the essentials of a good filing system. (CO4)
- Q.14 What is registered post? How does it differ from speed post? (CO3)
- Q.15 What is the process of designing a form? (CO2)

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