

6. (a) Write short notes on :
- Registered letters
  - Insured letters
- (b) Describe the procedure for handling of outward mail.
- (c) Explain the objectives of using forms.



Following Paper ID and Roll No. to be filled in your Answer Book.

**PAPER ID : 29118**

Roll  
No.

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## Int. LLB. Examination 2017-18

(Third Semester)

### OFFICE MANAGEMENT

**Time : Three Hours]**

**[Maximum Marks : 60**

**Note :** (i) Attempt all sections.

(ii) Section 'A' carries 8 marks, section 'B' carries 12 marks and section 'C' contains 40 marks.

#### SECTION 'A'

1. Attempt all parts of the following : 8x1=8
- What is the primary function of the office?
  - An office manager is representative of...?
  - What is open office?

- (d) What do you mean by modular furniture?
- (e) What is portable typewriter?
- (f) Define indexing.
- (g) Which factor is considered while selecting paper for form?
- (h) What is the most common form of office correspondence?

### SECTION 'B'

2. Attempt any two parts of the following :  $2 \times 6 = 12$

- (a) What information does an office manual contain? Explain the types of office manuals.
- (b) Explain all the methods of measuring work.
- (c) What do you mean by office systems and routines? How are these planned?
- (d) Distinguish between central and departmental correspondence.

### SECTION 'C'

3. Attempt all questions. Attempt any two parts from each question :  $5 \times 8 = 40$

- (a) What is an office? Discuss its function in details.
- (b) What do you mean by organisation charts? Explain all the types of organisation charts.
- (c) Explain flow of work. What are the principles to be considered to ensure smooth work flow?
4. (a) How the centralization of office services is done? What are the advantages of centralization of office services?
- (b) Explain production control. What are the steps involved in production control?
- (c) What are the factors affecting centralization and decentralization of office services?
5. (a) Write short notes on :
- (i) Dictaphone
- (ii) PABX
- (b) Explain the principles of a sound office system.
- (c) Explain in brief the types of indexing.