

CREDIT BASED II SEMESTER B.A. DEGREE EXAMINATION APRIL 2009
SECRETARIAL PRACTICE
PAPER II – SECRETARIAL FUNCTIONS - II

Time: 3 Hrs**Max. Marks: 70****1. a) Fill in the blanks:****5x1=5**

- i) A proper authority to convene a general meeting of a company is -----
- ii) Meeting of a company must have a proper notice which is to be circulated at least ----- days prior to the date of the meeting.
- iii) An item called 'Any other subject(s)' is entered as the last item in the list of business to be transacted in the meeting. This particular subject is referred as -----
- iv) Objection raised by any member while speaking on the motion is known as -----
- v) If the quorum is not present within half an hour of the scheduled time of the meeting, the meeting will be -----

b) Match the following:**5x1=5**

- | | |
|--|---|
| <ol style="list-style-type: none"> a) Optimize revenue through improved customer satisfaction. b) the pare to principle c) Sales force Automation d) You smile a lot, you draw people to you; you look others in the eye e) Johari Window | <ol style="list-style-type: none"> a) A technological tool to help sales people acquire & retain customers. b) Low self-esteem description. c) Main goal of CRM d) 80:20 Rule e) High self – esteem description f) Joseph Luft and Harry Ingham |
|--|---|

UNIT – I**2. a) Write short notes for any TWO of the following not exceeding 4-6 sentences.****2x5=10**

- i) Proper authority to convene meeting.
- ii) Powers of a chairman in a meeting.
- iii) Provisions relating to Quorum of a general meeting.

b) As a secretary of VEENUS COMPANY LTD., draft the notice of the AGM. 1x5=5

UNIT - II

- 3. a) Answer any TWO of the following in about 4-6 sentences each: 2x5=10**
- i) What is meant by 'Proxy'? Explain the different types of proxies.
 - ii) What is meant by Amendments to the motion? Explain the different ways of Amendments.
 - iii) State the features of Special Resolution.
- b) As a Secretary of the BRIGHT STAR COMPANY LTD., draft a minutes of AGM with the common business transacted in the meeting. 1x5=5

UNIT – III

- 4. a) Answer any ONE of the following in about 4-6 sentences each. 1x5=5**
- i) Why does an organisation need CRM? Explain.
 - ii) What is meant by Service Marketing Triangle? Explain.
- b) Answer any ONE of the following in about 10-12 sentences each. 1x10=10
- i) Define the term 'CRM'. Explain the different aspects of CRM.
 - ii) "Customers are the life blood of an organisation". Do you agree? Give reasons.

UNIT – IV

- 5. a) Write short note for any ONE of the following in about 4-6 sentences: 1x5=5**
- i) SWOT Analysis.
 - ii) Symptoms of stress.
- b) Answer any ONE of the following in about 10-12 sentences. 1x10=10
- i) "Self-esteem is a Social Vaccine". Elucidate.
 - ii) Discuss "7 Habits of highly effective people" by Stephen Covey.
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**CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION APRIL 2010
SECRETARIAL PRACTICE**

PAPER II - SECRETARIAL FUNCTIONS - II

Time: 3 Hrs

Max. Marks: 70

PART – A

1. Fill in the blanks. **5x1=5**

- a. _____ is necessary to conduct the proceedings of the meetings.
- b. _____ are accepted as evidence in the court of law.
- c. _____ is a member authorized agent for attending and voting at the meeting.
- d. Self-awareness helps you explore your strengths and cope up with your _____.
- e. Feeling anxious and scared are the symptoms of _____

Match the following:

5x1=5

- | | |
|------------------------|---|
| f. Board of Directors | Conducted once in the life time of the co., |
| g. Statutory meetings | Retention of customers |
| h. Ordinary Resolution | 80: 20 Rule |
| i. CRM | Authority to convene a company meeting |
| j. Pareto's Law | Simple majority |

PART – B

UNIT – I

2. Answer any Two of the following. **2x5=10**

- a. "The success or failure of a company meeting depends on its chairman". Explain.
- b. What is Quorum? Explain the provision relating to Quorum.
- c. Mention the essentials of a valid meeting.

3. Teachers Association of Mangalore intends to hold its 15th AGM next month. As a secretary draft a notice of the meeting. **5**

UNIT – II

4. Answer any Two of the following. **2x5=10**

- a. What is meant by proxy? State the provisions relating to Proxy.
- b. What is amendment? Explain the important rules of amendments.
- c. Define Resolution and describe the different types of resolutions.

5. Draft the minutes of 20th AGM of HPCL, Mangalore, held recently. **5**

UNIT – III

6. Answer any one of the following. **1x5=5**

- a. Explain the characteristics of an excellent CRM.
- b. What are the benefits of CRM.

7. Answer any one of the following. **1x10=10**

- a. "Customers are the life blood of an organization". Explain.
- b. What are the steps involved in CRM Process.

UNIT – IV

8. Answer any one of the following.

1x5=5

- a. Write a note on SWOT Analysis.
- b. What are the causes of stress?

9. Answer any one of the following.

1x10=10

- a. Describe the various steps to be followed to develop positive attitude.
- b. State the 7 habits of highly effective people by Stephen Covey and explain the 8th habit.

CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION - APRIL 2011

SECRETARIAL PRACTICE

PAPER – II: SECRETARIAL FUNCTIONS - II

Time: 3 Hrs

Max. Marks: 70

Instructions to candidates:

1. Answer ALL the questions strictly observing the internal choice provided.
2. **Question Nos. 3 and 5 are compulsory.**
3. Write your Register Number on the question paper in the space provided only.
4. **DO NOT** scribble or mark any kind of markings on the Question Paper.

1. Answer the following:**10x1=10**

- a) Define Meeting.
- b) Notice of meeting should contain of the meeting.
- c) Define Quorum.
- d) Chairman is considered as the of debate.
- e) Define CRM.
- f) 'Any other business' in the Agenda is called
- g) A motion should commence with word.
- h) Formal motions are also known as
- i) What is the object of 'Previous Question?'
- j) Expand 'SWOT'.

UNIT - I**2. Answer any TWO of the following:****2x5=10**

- a) What constitutes 'proper Notice of a Meeting?'
- b) What points should be borne in mind while preparing Agenda?
- c) Highlight the duties and responsibilities of a Chairperson.

3. Karavali Sports and Cultural Association holds its tenth AGM.

Draft a Notice of the Meeting.

05**UNIT - II****4. Answer any TWO of the following:****2x5=10**

- a) What is meant by privileged occasions? Explain briefly.
- b) State any five provisions relating to Proxy.
- c) Mention any five rules governing Amendments to a Motion.

2. Alumni Association of your College held its fifth AGM last week.
Draft the Proceedings of the Meeting. 05

UNIT - III

3. **Answer any ONE of the following:** 05
- a) Briefly explain the basic concepts of CRM.
 - b) What is “80:20 rule” better known as? Briefly explain it with an example.
7. **Answer any ONE of the following:** 10
- a) “Good customers are worth keeping for Life.” Comment.
 - b) “One size does not fit all.” Elaborate.

UNIT - IV

8. **Answer any ONE of the following:** 05
- a) ‘Self-esteem is a social vaccine.’ Elucidate.
 - b) ‘Our minds are creatures of habit.’ Elaborate.
9. **Answer any ONE of the following:** 10
- a) What is meant by Goal-setting and prioritization? Explain.
 - b) How Johari’s Window helps in personality development? Explain.

CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION - APRIL 2011

SECRETARIAL PRACTICE

PAPER – II: SECRETARIAL FUNCTIONS - II

Time: 3 Hrs

Max. Marks: 80

Instructions to candidates:

1. Answer ALL the questions strictly observing the internal choice provided.
2. **Question Nos. 3 and 5 are compulsory.**
3. Write your Register Number on the question paper in the space provided only.
4. **DO NOT** scribble or mark any kind of markings on the Question Paper.

1. Answer the following:**10x2=20**

- a) Define Meeting.
- b) Notice of meeting should contain of the meeting.
- c) Define Quorum.
- d) Chairman is considered as the of debate.
- e) Define CRM.
- f) 'Any other business' in the Agenda is called
- g) A motion should commence with word.
- h) Formal motions are also known as
- i) What is the object of 'Previous Question?'
- j) Expand 'SWOT'.

UNIT - I**2. Answer any TWO of the following:****2x5=10**

- a) What constitutes 'proper Notice of a Meeting?'
- b) What points should be borne in mind while preparing Agenda?
- c) Highlight the duties and responsibilities of a Chairperson.

3. Karavali Sports and Cultural Association holds its tenth AGM.

Draft a Notice of the Meeting.

05**UNIT - II****4. Answer any TWO of the following:****2x5=10**

- a) What is meant by privileged occasions? Explain briefly.
- b) State any five provisions relating to Proxy.
- c) Mention any five rules governing Amendments to a Motion.

4. Alumni Association of your College held its fifth AGM last week.
Draft the Proceedings of the Meeting. **05**

UNIT - III

5. **Answer any ONE of the following:** **05**
- a) Briefly explain the basic concepts of CRM.
 - b) What is “80:20 rule” better known as? Briefly explain it with an example.
7. **Answer any ONE of the following:** **10**
- a) “Good customers are worth keeping for Life.” Comment.
 - b) “One size does not fit all.” Elaborate.

UNIT - IV

8. **Answer any ONE of the following:** **05**
- a) ‘Self-esteem is a social vaccine.’ Elucidate.
 - b) ‘Our minds are creatures of habit.’ Elaborate.
9. **Answer any ONE of the following:** **10**
- a) What is meant by Goal-setting and prioritization? Explain.
 - b) How Johari’s Window helps in personality development? Explain.

**CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION APRIL 2012
SECRETARIAL PRACTICE**

PAPER II – SECRETARIAL FUNCTIONS-II

Time: 3 Hrs

Max. Marks: 80

- Instructions:**
1. Answer ALL the questions strictly observing the internal choice provided.
 2. Questions Nos. 3 and 5 are compulsory
 3. Write your Register Number on the question paper in the space provided only.
 4. DO NOT scribble or mark any kind of markings on the Question Paper.

- 1. Answer the following:** **10x2=20**
- a. What is meant by ‘Proper Authority’?
 - b. Bring out the meaning of ‘Length of Notice.’
 - c. Explain the term ‘dilatatory motion.’
 - d. Mention the key areas of focus in CRM.
 - e. What paradigm shift for marketing is represented by CRM?
 - f. State any two Habits of highly effective people as mentioned by Stephen Covey.
 - g. How the name Johari Window came into existence?
 - h. Expand ‘SWOT’.
 - i. What is meant by ‘Proxy’?
 - j. What is meant by ‘moment of truth’?

UNIT – I

- 2. Answer any TWO of the following:** **2x5=10**
- a. State the powers of Chairperson of a meeting.
 - b. Explain the two types of Agenda with examples.
 - c. What are the provisions relating to the Quorum of a General Meeting?
- 3. Canara Pipe Industries Ltd. holds its fifteenth AGM. Draft a Notice of the Meeting.** **5**

UNIT – II

- 4. Answer any TWO of the following:** **2x5=10**
- a. Write a note on ‘Points of Order’.
 - b. What are the features of an ordinary resolution?
 - c. What is meant by ‘Ascertaining the sense of meeting’? Explain.
- 5. Draft the Proceedings of the Meeting of Canara Pipe Industries Ltd.** **5**

UNIT – III

- 6. Answer any ONE of the following:** **5**
- a. What is meant by customer retention? Explain.
 - b. Write a note on ‘80:20’ Rule.
- 7. Answer any ONE of the following:** **10**
- a. “Customers are the life blood of an organisation”. Do you agree? Give reasons.
 - b. “One size does not fit all”. Elaborate.

UNIT – IV

- 8. Answer any ONE of the following:** **5**
- a. What are characteristics of High self-esteem people?
 - b. What measures do you take to overcome stress?
- 9. Answer any ONE of the following:** **10**
- a. Explain the Johari Window concept in improving one’s Interpersonal Relationship.
 - b. Write a note on Time Management.

**CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION APRIL 2012
SECRETARIAL PRACTICE**

PAPER I - SECRETARIAL FUNCTIONS

Time: 3 Hrs

Max. Marks: 80

SECTION – A

- 1. A) State whether the following statements are TRUE or FALSE. 5x1=5**
- A Secretary of a Government is generally an I.A.S. Officer.
 - Appointment of Company Secretary is compulsory even if the paid up capital of Company is less than ` 50 lakhs.
 - 'Avenues' is the one of the supplements of Deccan Herald.
 - The number on the vehicles' number plate is an example for Alpha-Numerical Classification.
 - Registered Post letters are always faster than the ordinary post letters.

B) Match the following:

5x1=5

- | | |
|---------------------|--|
| a. Reuter | 1. Head of the State Govt. Secretariat |
| b. Chief Secretary | 2. Payment at the time of receipt of article |
| c. One India Post | 3. Britannica Encyclopedia |
| d. VPP | 4. News Agency |
| e. Bound Book Index | 5. Speed Post |
| | 6. CEO |

- 2. Answer any TEN of the following in 2 to 3 sentences each: 10x2=20**

- Mention any two functions of a secretary of government department.
- What is meant by 'commercials'?
- What is meant by e-filing?
- State the significance of Registered post.
- What is meant by 'Ears' in Newspapers?
- Explain the term 'Indexing.'
- Write a note on 'Middles'.
- State any one distinction between Private Secretary and Company Secretary.
- What is meant by iMO?
- Mention any two aspects of centralized system of Filing.
- Define the term 'Secretary.'
- Write note on 'Bar Coding.'

SECTION - B

- 3. Write short notes on any FOUR of the following: 4x5=20**

- Secretary of a Trade Union
- Photo Journalism
- Subject Filing
- Parcel Post & Book Post
- Crest and the Masthead

SECTION - C

- 4. Answer any THREE of the following: 3x10=30**

- State and explain the qualities required to be an efficient secretary.
- Your College NSS unit is organising a free Medical Camp. Draft a Press note.
- Bring out the essentials of a good filing system. What are its objectives?
- What is meant by Postal Franking? Enumerate its advantages.

SEP 201(R)

CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION APRIL 2013

SECRETARIAL PRACTICE

Paper II – Secretarial Functions – II

Time: 3 Hrs

Max. Marks: 70

- Instructions:**
1. Answer ALL the questions strictly observing the internal choice provided.
 2. Questions Nos. 3 and 5 are compulsory
 3. Write your Register Number on the question paper in the space provided only.
 4. DO NOT scribble or mark any kind of markings on the Question Paper.

- 1. Answer the following:** **10x1=10**
- a. Mention any one type of privileged occasions.
 - b. Mention any one advantage of voting by Poll.
 - c. 'Proxy cannot speak at the meeting' – state whether true or false.
 - d. Define Resolution.
 - e. Mention any one difference between Agenda and Minutes.
 - f. What is meant by 'Pareto's Law'?
 - g. State any two duties of a secretary before the meeting is convened.
 - h. 'A formal motion need not be in writing'. – State whether true or false.
 - i. What is meant by 'The Closure'?
 - j. Why 'Joharis Window' is so called?

UNIT – I

- 2. Answer any TWO of the following:** **2x5=10**
- a. What is meant by proper Notice of Meeting? Explain briefly.
 - b. Illustrate with suitable examples the two types of Agenda.
 - c. Mention any five provisions relating to Quorum.
- 3. A service organization in your neighbourhood holds its tenth AGM. Draft a Notice of Meeting.** **5**

UNIT – II

- 4. Answer any TWO of the following:** **2x5=10**
- a. What is meant by Points of Order? Explain briefly.
 - b. State any five differences between Motion and Resolution.
 - c. Mention any five statutory provisions relating to Minutes.
- 5. As secretary, draft the Proceedings of a recently concluded meeting of Teachers' Association of your College.** **5**

UNIT – III

- 6. Answer any ONE of the following:** **5**
- a. 'CRM is mutually beneficial long – term relationship'. Elucidate.
 - b. What is meant by 'Moments of Truth'? Explain briefly.

Answer any ONE of the following:

10

7. “Customers are the life – blood of an organization”. Do you agree? Give reasons.

8. What do the customers want and what are their expectations?

UNIT – IV

9. Answer any ONE of the following:

5

a. Briefly explain the strategies for developing self – confidence.

b. What is meant by procrastination and how it can be tackled? Explain briefly.

Answer any ONE of the following:

10

10. How would you apply SWOT analysis to yourself? Explain.

11. What is meant by stress management? Explain.

CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION APRIL 2013

SECRETARIAL PRACTICE

PAPER II – SECRETARIAL FUNCTIONS

Time: 3 Hrs

Max. Marks: 80

- Instructions:** 1. Answer all the questions strictly observing the internal choice provided.
2. Write your Register No. on the question paper in the space provided only.
3. DO NOT scribble or mark any kind of markings on the Question Paper.

SECTION – A

1. A) State whether the following statements are TRUE or FALSE. 5x1=5
- a) Under filing system documents are required to be grouped under a certain category of classification.
 - b) Franking machine is used to send money from one place to another.
 - c) A Secretary need not have knowledge of the industry for which he/she is working.
 - d) The imprint line is usually found at the end of the newspaper.
 - e) Registered Post letters are always faster than the ordinary post letters.
- B) Fill in the blanks: 5x1=5
- a) The word “Secretary” is derived from
 - b) An Index is
 - c) “Avenues” is one of the supplements of Newspaper.
 - d) is returned to the sender as a proof of delivery.
 - e) Comparison of current business status with the previous performance is known as function of records.

SECTION – B

2. Answer any TEN of the following in 2 to 3 sentences each: 10x2=20
- a) Define Records Management
 - b) Write note on ‘Middles’.
 - c) What is e-post?
 - d) Define Secretary of a Trade Union.
 - e) Write a brief note on VPP.
 - f) Explain the need for filing.
 - g) Define Company Secretary.
 - h) What is FAX?
 - i) What is Geographical Classification in Filing?
 - J) Define Indexing.

- k) What is meant by iMO?
- l) What is Press Note?

SECTION – C

3. Write short notes on any FOUR of the following:

4x5=20

- a) Classification of Filing
- b) Personal Secretary
- c) Postal Franking
- d) Secretary of a Government Department
- e) ‘Crest’ and the ‘Masthead’

SECTION – D

4. Answer any THREE of the following:

10x3=30

- a) What is meant by Filing? Explain its importance and advantages?
- b) Your College is organizing a Fest, Draft a Press Note.
- c) State and explain the qualities of a Secretary.
- d) Define Journalism. Explain the salient features of Editorial of a newspaper.

CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION**APRIL 2014****SECRETARIAL PRACTICE****Paper II: Secretarial Functions****Time: 3 Hrs****Max. Marks: 70****Instructions to candidates:**

1. Answer all the questions strictly observing the internal choice provided.
2. Write your Register Number on the question paper in the space provided only.
3. Do not scribble or make any kind of markings on the Question Paper.

1. A) Answer the following in a sentence: 5x1=5

- a. Mention the two types of agenda.
- b. The person who maintains order and decorum at the meeting is called as_____.
- c. A method of ‘Ascertaining the sense of meeting’ is known as_____.
- d. State the quorum required of a General Meeting in case of a Public Company.
- e. State any one regulation relating to a proxy.

B) State whether the following statements are true or false: 5x1=5

- a. Sales Force Automation is the expanded form of SFA.
- b. B2C stands for Business to Communication.
- c. The book ‘8 HABITS’ is written by Stephen Covey.
- d. Opportunities and Threats are external conditions that we do not have control but we can plan to take advantage.
- e. ‘Blind area’ of Johari Window refers to unknown about a person by others in the group.

UNIT - I

2. a. Write short notes for any Two of the following in about 4 – 6 sentences each. 2x5=10

- i. Agenda of a meeting
- ii. Duties and responsibilities of a chairperson of a meeting.
- iii. Provisions relating to quorum of a Board Meeting.

b. Draft a notice of the 10th Annual General Meeting of Rainbow Company Ltd., with the common business to be transacted at a meeting. 1x5=5

UNIT – II

3. a. **Answer any TWO of the following in about 4 – 6 sentences each.** **2x5=10**
- Write a note on ‘Point of Order’.
 - Distinguish between motion and amendment.
 - What do you know about ‘Ascertaining the sense of meeting’? Explain.
- b. As a secretary of Rainbow Company Ltd., draft the minutes of Annual General Meeting with the general matters transacted at the meeting. **1x5=5**

UNIT – III

4. a. **Answer any one of the following in about 4 – 6 sentences each.** **1x5=5**
- What is meant by Operational CRM? Explain.
 - List out the benefits of effective CRM.
- b. **Answer any ONE of the following in about 10 – 12 sentences each.** **1x10=10**
- What is meant by ‘Retaining’? Write a note on Customer Retention.
 - State the features of good CRM. Explain the significance of ‘Moments of Truth’.

UNIT - IV

5. a. **Write short note on any one of the following in about 4 – 6 sentences.** **1x5=5**
- Qualities of a successful leader.
 - Co-relation between self-awareness and personality development.
- b. **Answer any ONE of the following in about 10 – 12 sentences.** **1x10=10**
- Discuss the principles of Team work.
 - How does Johari Window help in personality development? Explain.

CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION**APRIL 2014****SECRETARIAL PRACTICE****Paper II: Secretarial Functions****Time: 3 Hrs****Max. Marks: 80****Instructions to candidates:**

1. Answer all the questions strictly observing the internal choice provided.
 2. Write your Register Number on the question paper in the space provided only.
 3. Do not scribble or make any kind of markings on the Question Paper.
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SECTION - A**1. A) State whether the following statements are True or False: 5x1=5**

- a. The word 'Secretary' is derived from the Italian term 'Secretaries'.
- b. Journalism is that part of social activity which is concerned with the dissemination of news and views about the society.
- c. Filing is an indicator or guide to point where required papers, records are preserved.
- d. A 'Payee' is the person to whom the money is paid.
- e. Fax system works on the telephone line with necessary permission from telecom authorities.

B) Fill in the Blanks: 5x1=5

- a. In a Newspaper, _____ refer to short articles written in a lighter vein.
- b. The word 'advertising' originates from a _____ word 'advertere' which means 'to turn to'.
- c. _____ helps to preserve business records for future reference.
- d. _____ machine is used to affix stamps on outward letters & envelops.
- e. _____ is a matter issued to press for Publication.

SECTION - B**2. Answer any TEN of the following: 10x2=20**

- a. State any two functions of a secretary of a Govt. Department.
- b. What is meant by Advertisement?
- c. Define Filing.
- d. Mention any two News Agencies.
- e. What is meant by VPP?
- f. State any two objectives of indexing.

- g. Define company secretary.
- h. Write a note on Photo Journalism.
- i. What is meant by speed post?
- j. Differentiate between Registered Post and RPAD.
- k. What is meant by Subject Filing?
- l. State any two duties of a secretary.

SECTION – C

3. Write short notes on any FOUR of the following:

4x5=20

- a. Secretary of a Trade Union
- b. News Agencies
- c. e-Filing
- d. Money Order
- e. Fax Machine

SECTION – D

4. Answer any THREE of the following:

3x10=30

- a. What are the qualities required for a Secretary?
- b. Draft a letter to the Editor of a newspaper expressing your views on the transport problems faced by the student community in your area.
- c. Explain the methods of Classification of files.
- d. Briefly describe the different parts of a news paper.

CREDIT BASED SECOND SEMESTER B.A. DEGREE EXAMINATION

APRIL 2015

SECRETARIAL PRACTICE

Paper II: Secretarial Functions

Time: 3 Hrs

Max. Marks: 80

Instructions to candidates:

1. Answer all the questions strictly observing the internal choice provided.
 2. Write your Register Number on the question paper in the space provided only.
 3. Do not scribble or make any kind of markings on the Question Paper.
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SECTION - A

1. A) State whether the following statements are True or False: 5x1=5
- a. Company secretary is appointed by the promoters.
 - b. Ear refers to the logo of the newspaper.
 - c. Filing is an indicator to point where required papers, are preserved.
 - d. Money Order is the quick means of transmitting information.
 - e. Registered post is always faster than the ordinary post.

- B) Match the following: 5x1=5
- | | |
|-----------------|---|
| a) Imprint line | a) State of mind indicates self confidence
Possessed by secretary. |
| b) Index | b) Appears at the bottom of newspaper. |
| c) Payee | c) A person to whom money is to be paid. |
| d) Poise | d) Telephone line |
| e) Fax | e) finding tool |

SECTION - B

2. Answer any TEN of the following: 10x2=20
- a. Define company secretary.
 - b. State any four personal qualities possessed by a secretary.
 - c. Give any two examples for secretary of an association.
 - d. What is meant by "Middles"?
 - e. Write note on supplements.
 - f. Define Index.
 - g. Give two examples for masthead.
 - h. State any two objectives of record management.

- i. What is meant by subject filing?
- j. Differentiate between speed post & courier post.
- k. What is meant by money order?
- l. What is e- post?

SECTION – C

3. Write short notes on any FOUR of the following:

4x5=20

- a. Secretary of a Government Department
- b. Photo Journalism
- c. E-Filing
- d. Parcel post and Book post
- e. Postal Franking

SECTION – D

4. Answer any THREE of the following:

3x10=30

- a. Explain the duties of a company Secretary.
- b. What is filing? What are the essentials of a good filing system?
- c. Your college is organizing a blood donation camp at your college. Draft a press note.
- d. Briefly describe the different parts of a news paper.

CREDIT BASED FIRST SEMESTER B.A. DEGREE EXAMINATION

APRIL 2016

SECRETARIAL PRACTICE

Paper II: Secretarial functions -II

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. A) State whether the following statements are True or False. 5x1=5

- a) Secretary of a Government Department are recruited through UPSC examinations.
- b) Routers are one of the News Agencies.
- c) Library adopts the wheel Index.
- d) DTDC is an example for Speed Post offered by India Post.
- e) "The Bengal Gazette" is the first printed newspaper in India.

B) Match the following:

5x1=5

- | | |
|---|---|
| a. Bar code | 1. ICSI |
| b. Letter to the Editor | 2. Large amount of postal envelopes |
| c. Postal Franking | 3. Chronological classification |
| d. Filing papers according to Time of arrival | 4. Representing a problem of a locality |
| e. Company Secretary | 5. Identification cards to identify a particular product number, person or location |
| | 6. Geographical classification |

SECTION – B

2. Answer any TEN of the following:

10x2=20

- a. Define filing.
- b. State the qualifications required for a company Secretary.
- c. What is meant by Middles?
- d. State the significance of Imprint Line in a newspaper.
- e. Define Secretary.
- f. What is meant by Records Management?

- g. Enumerate any two features of Registration with AD.
- h. What is meant by i-MO?
- i. Write the significance of Editorial.
- j. Write a note on Crest.
- k. Mention any one of the role played by a Press.
- l. State the role played by a Personal Assistant in an Office.

SECTION – C

Write short notes on any FOUR of the following:

4x5=20

3. Secretary of an Association
4. Commercials
5. Subject and Chronological Classification
6. Speed Post and Courier Service
7. Ears, Crest and Masthead

SECTION – D

Answer any THREE of the following: 3x10=30

8. Enumerate and explain the qualities of an efficient secretary.
9. What are the essentials of a good filing system? Explain.
10. Bring out the importance of Postal Franking highlighting its advantages.
11. Draft a press note regarding the Agno Fest.
