

Sem III

(2025-2026, 2026-2027, 2027-2028 & 2028-2029)
B.A. (HONOUR) Part-II - 3rd Semester
OFFICE MANAGEMENT AND SECRETARIAL PRACTICE
OFFICE PRACTICE-I (A)
CODE: BA310

Max. Marks: 100
Time: 3 Hours
Pass Marks: 35%
Theory: 4-Practical-2
Periods per week: 6

External: Theory- 50
Practical- 20
Internal: Theory- 20
Practical- 10
Credit: 3+1

Instruction for Paper Setter/ Examiners
Section-A

It will consist four essay type questions. Four questions will be set by the examiner from Unit-I of the syllabus and the candidate shall be required to attempt two. Each question will carry 8 marks: total weight of the section shall be 16 marks.

Section-B

It will consist four essay type questions. Four questions will be set by the examiner from Unit-II of the syllabus and the candidate shall be required to attempt two. Each question will carry 8 marks: total weight of the section shall be 16 marks.

Section-C

Section C will be compulsory with 9 short answer type questions 02 each, which will cover the entire syllabus.

Unit-I

Filing and Indexing - Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning need and types of indexing used in the business organization.

Office Forms: meaning, importance, advantages & disadvantages of using form, types of forms, Factors affecting form design, principles of form design, form control.

Unit-II

Meaning and importance of mail, centralization of mail, handling of work- its advantages, mail room equipment, sorting table and racks, letter openers, time & date stamps, postal franking machines, addressing machine.

Handling Mail: Inward Mail- receiving, sorting, opening, recording, marking, distributing. Outward Mail- folding of letters, preparations of envelopes, sorting, sealing, weighing, stamping, entering in letter sent book or peon book. Dispatching rail parcel service, air mail service, courier service.

Essentials of a good letter, drafting a business letter: enquiry, quotation, order, trade reference complaints, making payment, follow up letters.

Assisting Visitors: preparation of appointment schedules and maintain visitor's diary, furnishing desired information.

Seema Rani Dyal
She

Navika
Rajput

Daisy
Joshi