

CLASS: 11th (Eleventh)

(2025-26)

Roll No.

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OFFICE SECRETARYSHIP & STENOGRAPHY IN ENGLISH

Time allowed : 2½ hours]

[Maximum Marks : 60

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- Please make sure that the printed pages in this question paper are **4** in number and it contains **34** questions.
 - The **Code No.** on the top of the question paper should be written by the candidate on the front page of the answer-book.
 - Before beginning to answer a question, its Serial Number must be written.
 - Don't leave blank page / pages in you answer-book.
 - Except answer-book, no extra sheet will be given. Write to the point and do not strike the written answer.
 - Candidates must write their Roll No. on the question paper. Except Roll No. do not write anything on question paper and don't make any mark on answers of objective type questions.
 - Before answering the questions, ensure that you have been supplied the correct and complete question paper, **no claim in this regard, will be entertained after examination.**

Note : (i) questions **All** are **compulsory**.

(ii) Marks are given against each question.

(iii) Your answer should be according to marks.

SECTION – A

1. The functions which are done by lower level staff in an office are called
 - (i) Administrative function
 - (ii) Secretarial function
 - (iii) Clerical function
 - (iv) None of these
2. How many methods of filling?
 - (i) 2
 - (ii) 4
 - (iii) 3
 - (iv) 6
3. How many methods of typing?
 - (i) 4
 - (ii) 2
 - (iii) 3
 - (iv) None of these
4. How many generation of computer?
 - (i) 5
 - (ii) 6
 - (iii) 7
 - (iv) 4
5. How many long vowels in Pitman Shorthand?
 - (i) 12
 - (ii) 6
 - (iii) 3
 - (iv) 5
6. How many places of the vowel?
 - (i) 2
 - (ii) 3
 - (iii) 4
 - (iv) None of these
7. is a place where all types of clerical work is done.
8. Computer is an device.
9. Thick consonants are never written
10. How many main functions of an office?

11. How many main parts of C.P.U?
12. How many consonants in Pitman Shorthand?
13. Full form of A.L.U
14. Full form of RAM
15. Full form of V.D.U

Section – B

Note : Answers any **6** out of given **8** questions.(2×6)

16. What is mail?
17. What is addressing machine?
18. What do you know about wire hook file.
19. What do you know about output device V.D.U?
20. What is computer memory?
21. What is the origin of the Shorthand?
22. How many method of typing? Give name them.
23. What do you know about thinness consonants?

Section – C

Note: Answers any 6 out of given 8 questions. (3×6)

24. Give types of Personal letter.
25. Describe the Touch method of typing.
26. Describe the outward mail.
27. What do you know about Joystick and scanner?
28. Give meaning and characteristics of computer ?

29. Write down the classification of consonants?
30. Write down the importance of filing?
31. What do you know about punctuation marks?

Section – D

32. Write down the characteristics of good filing system?

(OR)

Write down the Principal department of modern office?

33. Giving detail the parts of C.P.U.

(OR)

Write down the meaning and types of memory?

34. How many kinds and places of vowel in Pitman shorthand giving detail?

(OR)

Write down the meaning, number and direction of the consonant?

Stepwise Marking Scheme

Question No. 1 to 15 each one mark

1. The functions which are done by lower level staff in an office are called

Ans. Clerical function

2. How many methods of filing?

Ans. 2

3. How many methods of typing?

Ans. 2

4. How many generation of computer?

Ans. 5

5. How many long vowel in Pitman Shorthand?

Ans. 6

6. How many places of consonants?

Ans. 3

7. is a place where all types of clerical work is done.

Ans. Office

8. Computer is an..... device.

Ans. Electronic

9. Thick consonants are never written

Ans. Light

10. How many main functions of an office?

Ans. 2

11. How many main parts of CPU?

Ans. 3

12. How many consonants in Pitman shorthand?

Ans. 26

13. Full form of ALU.

Ans. Arithmetic logical unit

14. Full form of RAM

Ans. Random access memory

15. Full form of VDU.

Ans. Visual display unit

Question No. 16 to 23 each of 2 Marks

16. What is mail?

Ans. Incoming and Outgoing Dak is called mail. 1

Mail is handled by office Clerk. 1

17. What is addressing machine?

Ans. It is installed for printing addresses on envelopes, wrappers etc. to the regular correspondence. 1

It is used in large and modern post offices. 1

18. What do you know about wire or hook file?

Ans. This file is made of a thin wire and one end of which is fitted on a wooden or metal disc. 1

The letter or documents are punched into the spike. 1

19. What do you know about output device V.D.U?

Ans. It is most popular output device usually called as monitor, which is used to display the text or other objects on the screen. 1

It provides a way to you for communicating with the computer. 1

20. What is computer memory?

Ans. Computer memory stores information, such as data and programs for immediate use in the computer. 1

It is a storage device and divided into two parts – ROM and RAM. 1

21. What is the origin of the shorthand?

Ans. Pitman shorthand is a system of shorthand for the English language developed by Sir Isaac Pitman, who first presented it in 1837. 1

The origin and development of shorthand lies buried in antiquity. 1

22. How many methods of typing. Give name of them.

Ans. There are two methods of typing. 1

(i) Touch method $\frac{1}{2}$

(ii) Sight method $\frac{1}{2}$

23. What do you know about thinness consonants?

Ans. In stenography some consonants are written light is called thinness consonants. 1

Such as :-

P, T, CH, K, F, TH, S, SH, M, N, L, R(upward), R(downward), W, Y, H(upward), H (downward). 1

Section – C

Question No. 24 to 31 each of 3 Marks

24. Give types of personal letter.

Ans. It is very important, therefore that your letters have the order to achieve this, they should be – 1

In the correct format – $\frac{1}{2}$

Shot and to the point – $\frac{1}{2}$

Free of any grammatic or spelling mistakes – $\frac{1}{2}$

Polite and well presented – $\frac{1}{2}$

25. Describe the 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

26. Describe the outward mail.

Ans. The written communication which are dispatched from one office to another office is called outward mail. 1

It has pass through following operations before sending.

- | | |
|------------------------------|-----|
| 1. Recording | 1/2 |
| 2. Enveloping and addressing | 1/2 |
| 3. Affixing postage stamps | 1/2 |
| 4. Posting | 1/2 |

27. What do you know about Joystick and scanner?

Ans. Joystick – it is a pointing device which is used to move cursor position on a monitor screen. 1

It is mainly used in computer aided designing and playing games. 1

Scanner – it is mainly used in desktop publishing applications with the help of scanner we can scan any document, photograph to store it in computer. 1

28. Give meaning and characteristics of computer.

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

Characteristics-

- | | |
|-------------------------|-----|
| 1. High speed | 1/2 |
| 2. Accuracy | 1/2 |
| 3. Power of remembering | 1/2 |
| 4. Quick decision | 1/2 |

29. Write down the classifications of the consonants?

Ans. Consonants are divided in six classes –

- | | |
|---|-----|
| 1. Explodent – P,B,T,D,CH,J,K,G | 1/2 |
| 2. Continuants – F,V,ITH,THEE,S,Z,SH,ZH | 1/2 |
| 3. Liquids – M,N,ING | 1/2 |
| 4. Nasals – L & R | 1/2 |

- | | |
|--------------------------------------|-----|
| 5. Coalescents – W&Y | 1/2 |
| 6. Aspirate - H (upward, downward) | 1/2 |

30. Write down the importance of filing?

- | | | |
|------|---|---|
| Ans. | It helps in proper handling of correspondence. | 1 |
| | A good system of filing facilitates quick decision and quick action. | 1 |
| | The past records help the management in making out plans for making policies. | 1 |

31. What do you know about Punctuation marks?

- | | | |
|------|--|-----|
| Ans. | The punctuation marks are written as under :— | |
| | The period of full stop are represented by Small cross × | 1/2 |
| | The interrogation | 1/2 |
| | The exclamation | 1/2 |
| | The dash | 1/2 |
| | Two short lines underneath an outline indicate an initial capital. 1 | |

Section – D

Question No. 32 to 34 each of 5 Marks

32. Write down the characteristics of good filing system?

- | | | |
|------|---|---|
| Ans. | (i) Simple : the system of filing should be simple to understand and easy to work. | 1 |
| | (ii) Compact : The compact filing system should be occupy the minimum space. | 1 |
| | (iii) Economical : The system of filing should be economical in installation and maintenance. | 1 |
| | (iv) Safety : The filing system will be said good which ensure the protection of records from dust, dirt, theft and damage. | 1 |
| | (v) Accessibility : The record must be easily accessible. It help in making quick decision an quick action. | 1 |

(or)

Write down the principal department of modern office?

Ans : There are so many principal department of modern office such as –

1. Inquiry department – Enquiry department is established for the facility of the customers. 1
2. Accounts department – The function of this department is to keep an account of all the transactions of the organization. 1
3. Sales department – In large organization there is a separate sales department. 1
4. Store department – In this department the raw material is stored in large volume. 1
5. Security department – In large organization a security department is established for the security of the property. 1

33. Giving detail the parts of CPU.

Ans. It process data to convert it into information.

Parts of CPU-

1. Control unit – It controls as manages all the operation of the CPU. 1
 2. ALU – Other arithmetic unit are perform by this unit. 1
 3. Memory – There are two types of memory:- Main memory and secondary memory 1
- Main memory – main memory is divided in to two parts :-
- (a) ROM – It is temporary memory of computer. $\frac{1}{2}$
 - (b) RAM – It is permanent memory of the computer. $\frac{1}{2}$

Secondary memory – floppy disk and hard disk is secondary memory of the computer. 1

(OR)

Write down the meaning and types of memory?

Ans. Meaning : Memory is a storage device. It stores information, such as data and programs for immediate use in the computer. 1

Types of memory:

- There are two types of memory in computer. $\frac{1}{2}$
- Main Memory and Secondary Memory. $\frac{1}{2}$
- Main memory is divided into two parts. $\frac{1}{2}$
- ROM – It is permanent memory of the computer, we cannot change it. $\frac{1}{2}$

RAM – It is temporary memory of the computer.	1/2
Anything we stored temporary in RAM.	1/2

Secondary memory : Since RAM is temporary data. It is lost RAM the computer is sleeps off or there is need to have permanent storage device.
For example – Floppy disk and hard disk. 1 1/2

34. How many kinds and places of vowel in Pitman Shorthand giving detail?

Ans. Kinds of vowel: Two kinds of vowel in Pitman Shorthand. Long vowels and short vowels. 1

(i) Long vowels : Ah,a,e,aw,o,oo. First three vowels Ah,a,e are represented by heavy dot and next three vowels aw,o,oo are represented by heavy desh. 1

(ii) Short vowels : a,e,i,o,u,oo first three vowels a,e,i are represented by light dot and next three vowels o,u,oo are represented by light desh. 1

Places of vowels :- Every vowel will occupy its own place. First place vowel will be written at the first place of the consonant. Second place vowel will be written at the second place of the consonant and third place vowel will be written at the third place of the consonant. 2

(OR)

Ans: Write down the meaning, number and direction of the consonant?
Meaning – consonants are the result of audible friction or stopping of the breath in some part of the mouth or throat. 1

Number – 26 consonants in Pitman Shorthand. 1/2

Direction – there are three directions of the consonants. 1/2

1. Upward - Some consonant are written down to up are called upward consonants. 1
2. Downward - Some consonant are written up to down are called downward consonants. 1
3. Horizontal -Some consonant are written left to right are called horizontal consonants. 1