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Time : 1 Hour

SECOND-TERM**OFFICE
ADMINISTRATION**

Subject Code

V	4	2	1	6
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Total No. of Questions : 12 (Printed Pages : 2)

Maximum Marks : 20

- INSTRUCTIONS :**
- (i) There are *three* sections in this question paper (A, B and C).
 - (ii) In Section A there are four questions of which question Nos. 1 and 2 are to be answered in a word, phrase or figure and question numbers 3 and 4 are to be answered in one sentence only.
 - (iii) Answer all the questions from Section A and Section B.
 - (iv) Answer any *two* questions from Section C.
 - (v) Figures to the right indicate marks allotted to each question.
 - (vi) Write the number of each question clearly on the answer book.

Section - A

1. An interview which offers the opportunity to resolve problems and understanding between employee and manager. 1
2. In which year was the Right to Information Act passed in India ? 1
3. What is the full form of S.E.C. ? 1
4. Who is a Consumer ? 1

Section - B

5. Explain *two* categories of Services. 2
6. Write a short note on 'Reprimand Interview'. 2
7. State the first *two* steps to be followed in the procedure for Redressal of Consumer grievance in India. 2
8. As a candidate how will you prepare your mind before an interview ? 2
9. State *four* important Redressal laws passed in India for consumer protection. 2

Section - C

Answer any *two* questions :

10. Explain *three* functions of Customer Service. 3
11. Explain any *three* types of Customer Service. 3
12. Explain any *three* characteristics of good Customer Service. 3