

OFFICE PROCEDURES & PRACTICES (824)

QP CODE:824/348

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Marking Scheme Strictly Confidential (For Internal and Restricted use only) Senior Secondary School Examination, 2026 (XIIth) SUBJECT NAME: Office Procedures & Practices (Q.P. CODE 824/348)	
<u>General Instructions: -</u>	
1	The CBSE has decided to introduce On Screen Marking (OSM) for the evaluation of Class XII answer Book with the 2026 Examination.
2	You are aware that evaluation is the most important process in the actual and correct assessment of the candidates. A small mistake in evaluation may lead to serious problems which may affect the future of the candidates, education system and teaching profession. To avoid mistakes, it is requested that before starting evaluation, you must read and understand the spot evaluation guidelines carefully.
3	“Evaluation policy is a confidential policy as it is related to the confidentiality of the examinations conducted, evaluation done and several other aspects. Its leakage to public in any manner could lead to derailment of the examination system and affect the life and future of millions of candidates. Sharing this policy/document to anyone, publishing in any magazine and printing in Newspaper/Website, etc. may invite action under various rules of the Board and IPC.”
4	Evaluation is to be done as per instructions provided in the Marking Scheme. It should not be done according to one's own interpretation or any other consideration. Marking Scheme should be strictly adhered to and religiously followed. However, while evaluating, answers which are based on latest information or knowledge and/or are innovative, they may be assessed for their correctness otherwise and due marks be awarded to them. In Class-XII, while evaluating two competency-based questions, please try to understand given answer and even if reply is not from marking scheme but correct competency is enumerated by the candidate, due marks should be awarded.
5	The Marking scheme carries only suggested value points for the answers. These are in the nature of Guidelines only and do not constitute the complete answer. The students can have their own expression and if the expression is correct, the due marks should be awarded accordingly.
6	The Head-Examiner must go through the first five answer books evaluated by each evaluator on the first day, to ensure that evaluation has been carried out as per the instructions given in the Marking Scheme. If there is any variation, the same should be zero after deliberation and discussion. The remaining answer books meant for evaluation shall be given only after ensuring that there is no significant variation in the marking of individual evaluators.
7	Evaluators will mark (✓) wherever answer is correct. For wrong answer CROSS 'X' be marked. Evaluators will not put right (✓) while evaluating which gives an impression that answer is correct and no marks are awarded. This is most common mistake which evaluators are committing.
8	If a question has parts, please award marks on the right-hand side for each part in the OSM Portal. Marks awarded for different parts of the question will be totaled up by the OSM System.
9	If a question does not have any parts, marks must be awarded in the left-hand margin in the OSM Portal. This may also be followed strictly.

10	No marks to be deducted for the cumulative effect of an error. It should be penalized only once.
11	A full scale of marks _____ (example 0 to 80/70/60/50/40/30 marks as given in Question Paper) has to be used. Please do not hesitate to award full marks if the answer deserves it.
12	Every examiner has to necessarily do evaluation work for full working hours i.e., 8 hours every day and evaluate 20 answer books per day in main subjects and 25 answer books per day in other subjects (Details are given in Spot Guidelines). This is in view of the reduced syllabus and number of questions in question paper.
13	Ensure that you do not make the following common types of errors committed by the Examiner in the past :- <ul style="list-style-type: none"> • Answers marked as correct, but marks not awarded. (Ensure that the right tick mark is correctly and clearly indicated. It should merely be a line. Same is with the X for incorrect answer.) • Half or a part of answer marked correct and the rest as wrong, but no marks awarded.
14	While evaluating the answer books if the answer is found to be totally incorrect, it should be marked as cross (X) and awarded zero (0) Marks.
15	The Examiners should acquaint themselves with the guidelines given in the "Guidelines for Spot Evaluation" before starting the actual evaluation.
16	The candidates are entitled to obtain photocopy of the Answer Book on request on payment of the prescribed processing fee. All Examiners/Additional Head Examiners/Head Examiners are once again reminded that they must ensure that evaluation is carried out strictly as per value points for each answer as given in the Marking Scheme.
17	If a candidate attempts both alternatives/options in a question where only one option/ alternative is required to be attempted, the Evaluator shall award marks in both the options. The system will take the higher of two scores and disregard the other response.
18	In a question having two options/alternatives, if a candidate has attempted only one, then the evaluator shall mark "NA" (Not attempted) against the option that has not been attempted by the candidate.

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MARKING SCHEME
Office Procedures & Practises (Subject Code- 824)
(PAPER CODE: 348) (P3480824)

Q.No.	EXPECTED OUTCOMES/VALUE POINTS						Marks
	SECTION – A (Objective Type Questions)						
1.	Answer any 4 out of the given 6 questions on Employability Skills.						4x1 = 4
(i)	(C) and (Unit-1, Page no : 13)						1
(ii)	(A) Narcissistic personality disorder (Unit-2, Page no : 38)						1
(iii)	(B) Specific (Unit-2, Page no : 30)						1
(iv)	(D) Ctrl + M (Unit-3, Page no : 70)						1
(v)	(C) Non-technical (Unit-4, Page no : 83)						1
(vi)	(C) Krishi Vigyan Kendres (Unit-5, Page no : 115)						1
2.	Answer any 5 out of the given 7 questions :						5x1=5
			BOOK	UNIT	Pg	MARKS	
	(i)	(c) Psychological	Textbook on Office Procedures & Practices by CBSE	Unit 1 Introduction to Secretarial Practice	20	1	
	(ii)	(d) Use paper shredder to destroy them		Unit 3 Filing & Indexing	59	1	
	(iii)	Courier Services		Unit 2 Handling The Mail	41	1	
	(iv)	(a) Adjournment		Unit 4 Arranging Meetings	77	1	
	(v)	True		Unit 5 Travel Information	87	1	
	(vi)	False		Unit 6 Banking Services	106	1	
	(vii)	True		Unit 1 Introduction to Secretarial Practice		1	

3.	Answer 6 out of the given 7 questions :							6x1 = 6
			BOOK	UNIT	Pg	MARKS		
(i)	Routine		Textbook on Office Procedures & Practices by CBSE	Unit 1 Introduction to Secretarial Practice	10	1		
(ii)	(d)	Business Reply Envelope		Unit 2 Handling The Mail	India post website	1		
(iii)	(B)	Casting Vote		Unit 4 Arranging Meetings	81	1		
(iv)	False			Unit 5 Travel Information	95	1		
(v)	Resolution			Unit 4 Arranging Meetings	76	1		
(vi)	Mobile Banking			Unit 6 Banking Services	102	1		
(vii)	Open Cheque			Unit 6 Banking Service	103	1		
4.	Answer any 5 out of the given 6 questions :							5x1 = 5
			BOOK	UNIT	Pg	MARKS		
(i)	True		Textbook on Office Procedures & Practices by CBSE	Unit 1 Introduction to Secretarial Practice	12	1		
(ii)	Authenticate			Unit 2 Handling The Mail	26	1		
(iii)	Electronic Filing			Unit 3 Filing and Indexing	56-57	1		
(iv)	(B)	Business Meetings		Unit 4 Arranging Meetings	69	1		
(v)	(b)	Top ranking Government Officials		Unit 5 Travel Information	96	1		
(vi)	(b)	Fixed Deposit		Unit 6 Banking Services	101	1		

5.	Answer any 5 out of the given 6 questions :						5x1 = 5
			BOOK	UNIT	Pg	MARKS	
	(i)	False	Textbook on Office Procedures & Practices by CBSE	Unit 1 Introduction to Secretarial Practice	18	1	
	(ii)	True		Unit 2 Handling The Mail	38	1	
	(iii)	(C) Make space for future documents		Unit 3 Filing and Indexing	59	1	
	(iv)	Minutes		Unit 4 Arranging Meetings	77	1	
	(v)	True		Unit 5 Travel Information	93	1	
	(vi)	(A) Non Resident Ordinary Rupee Account - NRO		Unit 6 Banking Services	110	1	
6.	Answer any 5 out of the given 6 questions :						5x1 = 5
			BOOK	UNIT	Pg	MARKS	
	(i)	False	Textbook on Office Procedures & Practices by CBSE	Unit 1 Introduction to Secretarial Practice	19	1	
	(ii)	Authorised		Unit 2 Handling The Mail	28	1	
	(iii)	True		Unit 3 Filing and Indexing	45	1	
	(iv)	False		Unit 4 Arranging Meetings	76	1	
	(v)	(a) Boarding Pass		Unit 5 Travel Information	91	1	
	(vi)	FDI (Foreign Direct Investment)		Unit 6 Banking Services	110	1	

	SECTION – B (Subjective Type Questions)	
	Answer any 3 out of given 5 questions on employability skills. Answer each question in 20-30 words.	3x2 = 6
7.	<p>(i) Simple sentence has one independent clause only. While complex sentence has one independent clause and at least one dependent clause.</p> <p>(ii) Simple sentence does not use subordinating conjunctions. While complex sentence use subordinating conjunctions like because, although, since, if etc.</p> <p>(Unit-1, Page no : 16)</p>	1+1 = 2
8.	<p>An individual's motivation may come from within Intrinsic and Extrinsic motivation.</p> <p>(i) Intrinsic motivation - It includes activities for which there is no apparent reward but one derives enjoyment and satisfaction in doing them.</p> <p>(ii) Extrinsic motivation – It arises because of incentives or external rewards. Lack of motivation may lead to frustration.</p> <p>(Unit-2, Page no : 24)</p>	2 1+1=2
9.	<p>Spreadsheet - It is an electronic document, which has row and columns. It is used to store data in a systematic way and do calculation.</p> <p>Components of spreadsheet.</p> <ol style="list-style-type: none"> 1. Row - A row is an arrangement of cells in a horizontal manner. 2. Column - A column is an arrangement of cells in a vertical manner. 3. Cell - A cell is rectangle shaped box where row and column meet. 4. Name box - It shows the location of the selected cell. 5. Worksheet - It is a collection of cells in the form of a grid. 6. Workbook - It is a spreadsheet that has one or more worksheets. <p>(Unit-3, Page no : 39, 41)</p>	1+0.5+0.5=2
10.	<p>Stress management refers to the techniques and strategies to control a person's stress levels.</p> <p>Ways are stress management - Taking a walk in nature, Doing physical activities, deep breathing exercises, meditation or yoga.</p> <p>(Unit-4, Page no : 104)</p>	1+0.5+0.5=2
11.	<p>(i) The purchase price of electric vehicles higher than fuel vehicles</p> <p>(ii) Shorter driving range on a single charge compared to fuel vehicles</p> <p>(iii) Charging stations is not as widespread petrol stations</p>	1+1 = 2

	Answer any 3 out of the given 5 questions in 20-30 words.				3x2 = 6								
12.	<table> <tr> <td></td> <td>BOOK</td> <td>UNIT</td> <td>Pg</td> </tr> <tr> <td> Addressing Machine : It helps in printing of addresses on envelopes, parcels etc. The machine is used when mail is to be sent to those customers which are regular and frequent on mailing list. It can be operated manually or electrically. In this machine, there is a ribbon to give print of the addresses from already prepared embossed plates. Once the address plates are prepared, it can be repeatedly used any number of times. The required plates are selected and fed into the machine from one side. After operating the machine, one can get the addressed envelopes from the other side. </td> <td></td> <td>Unit 2 Handling The Mail</td> <td>35-36</td> </tr> </table>					BOOK	UNIT	Pg	Addressing Machine : It helps in printing of addresses on envelopes, parcels etc. The machine is used when mail is to be sent to those customers which are regular and frequent on mailing list. It can be operated manually or electrically. In this machine, there is a ribbon to give print of the addresses from already prepared embossed plates. Once the address plates are prepared, it can be repeatedly used any number of times. The required plates are selected and fed into the machine from one side. After operating the machine, one can get the addressed envelopes from the other side.		Unit 2 Handling The Mail	35-36	2
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13.	<p><u>Time management</u> - Time management means 'to control low time is to be spent'.</p> <p>In other words, management of time is systematic planning of available time and setting right priorities. Usually, a PS has to do more work than he/she can accomplish in any given time.</p> <p><u>Stress management</u> - Stress is a dynamic condition which results in tension due to demanding situations. Often there is anxiety in the mind of an individual as outcome of the situation is perceived to be both uncertain and important.</p>				1+1=2								
14.	<table> <tr> <td></td> <td>BOOK</td> <td>UNIT</td> <td>Pg</td> </tr> <tr> <td> Adjournment of a Meeting It means suspending the proceedings of the meeting either for a particular time or indefinitely. Subject to the articles, rules or constitution of an organization, the Chairperson, with the consent of members of the meeting, may adjourn it in order to postpone further discussion. If it is carried. </td> <td>Textbook on Office procedures & practices by CBSE</td> <td>Unit 4 Arranging Meetings</td> <td>77</td> </tr> </table>					BOOK	UNIT	Pg	Adjournment of a Meeting It means suspending the proceedings of the meeting either for a particular time or indefinitely. Subject to the articles, rules or constitution of an organization, the Chairperson, with the consent of members of the meeting, may adjourn it in order to postpone further discussion. If it is carried.	Textbook on Office procedures & practices by CBSE	Unit 4 Arranging Meetings	77	2
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15.	<p>VISA (often said to be Visitors Intended Stay Abroad) is a document issued by a country to a person to formally allow a person to enter a country upon asking the travelling country for permission with a specific reason for a stipulated amount of time. All the countries have their own visa laws and it is up to the country to allow a traveller to allow him/her or not. A visa does not guarantee entry. A person's entry</p>				2								

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	may also be rejected after granting visa. When visa is granted, it is endorsed on the passport indicating the period of stay in the country									
16.	Online banking, also known as internet banking, e-banking or virtual banking is an electronic banking system that enables customers of a bank or other financial institutions to conduct a range of financial activities through its website. The online banking system that enables customers of a bank or other financial institutions to conduct a range of financial activities through its website. The online banking system will typically connect to or be part of the core banking system operated by a bank and is in contrast to branch banking which is the traditional way customers accessed banking services.	1+1=2								
	Answer any 2 out of the given 3 questions in 30-50 words.	2x3 = 6								
17.	<table><tr><td></td><td>BOOK</td><td>UNIT</td><td>Pg</td></tr><tr><td><p>Stress is a dynamic condition which results in tension due to demanding situations. Often, there is anxiety in the mind of an individual as outcome of the situation is perceived to be both uncertain and important.</p><p>Stress Management means ways and techniques which help in controlling a person's levels of stress. It is important to manage stress to improve everyday functioning and keeping good health. One of the most important ways to manage stress is by prioritizing the various tasks according to importance/urgency level. Reasons for stress in an organization may be :</p><p>Task demands Role conflicts organizational structures Leadership Individual factors (health, relationship, family etc.)</p><p>Managing Stress :</p><ol style="list-style-type: none">Express your feelings about the situation to the concerned person or another trustworthy person. Any grievances or problems should be discussed and sorted out.Proper time management is very important.Prayer and meditation should be done regularly. Eat healthy food.Cultivate a good hobby. Spend some time in recreation.</td><td>Textbook on Office Procedures & Practices by CBSE</td><td>Unit 1 Introducti on to Secretarial Practice</td><td>19-20</td></tr></table>		BOOK	UNIT	Pg	<p>Stress is a dynamic condition which results in tension due to demanding situations. Often, there is anxiety in the mind of an individual as outcome of the situation is perceived to be both uncertain and important.</p> <p>Stress Management means ways and techniques which help in controlling a person's levels of stress. It is important to manage stress to improve everyday functioning and keeping good health. One of the most important ways to manage stress is by prioritizing the various tasks according to importance/urgency level. Reasons for stress in an organization may be :</p> <p>Task demands Role conflicts organizational structures Leadership Individual factors (health, relationship, family etc.)</p> <p>Managing Stress :</p> <ol style="list-style-type: none">Express your feelings about the situation to the concerned person or another trustworthy person. Any grievances or problems should be discussed and sorted out.Proper time management is very important.Prayer and meditation should be done regularly. Eat healthy food.Cultivate a good hobby. Spend some time in recreation.	Textbook on Office Procedures & Practices by CBSE	Unit 1 Introducti on to Secretarial Practice	19-20	1+0.5+0.5+0.5+0.5=3
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	<p>Recreation could be a part of your daily routine.</p> <p>5. Take a vacation. Vacations and holidays generally help in rejuvenation.</p> <p>6. Listen to good music.</p> <p>7. Have proper sleep. Sleep for 7-8 hours daily.</p> <p>(Any 2)</p>													
18.	<p>A meeting may be generally defined as a gathering or assembly or getting together of a number of person for transacting any lawful business, discussing certain matters of concern, making recommendations or taking decisions.</p> <p>Secretary work before a meeting</p> <ol style="list-style-type: none"> 1. Ascertain the date, time, place i.e. 2. Draft the notice and agenda and get it approved. 3. Get adequate number of copies of the notice, agenda & reports. 4. Check in advance all logistics. 5. Book in advance necessary order for refreshment and level. 6. Keep ready – Stationary, agenda, minutes, reports, statements, attendance sheets/register, reference books etc. 					1+1+1=3								
19.	<table border="1"> <thead> <tr> <th></th> <th>BOOK</th> <th>UNIT</th> <th>Pg</th> </tr> </thead> <tbody> <tr> <td> <p>In Book Index, a bound book or a register is divided into various sections. Each section is allotted an alphabet. Names of the parties and the persons starting from a particular alphabet are written in the concerned section. At the outer margin of the page letter groups are shown by cut outs so that the initial letters of all the sections are visible at a glance. All entries relating to a particular letter of the alphabet are arranged in the same section or pages reserved for the same letter of the alphabet in a strict alphabetical order. The best example of this type of index is printed telephone directory.</p> <p>In Loose Leaf index, the pages on which the index is prepared are not bound. Here the pages are fitted on to a metal hinges and screwed. Thus, wherever required some pages can be taken out and/or additional pages can be inserted.</p> </td> <td></td> <td>Unit 3 Filing & Indexing</td> <td>60</td> </tr> </tbody> </table>						BOOK	UNIT	Pg	<p>In Book Index, a bound book or a register is divided into various sections. Each section is allotted an alphabet. Names of the parties and the persons starting from a particular alphabet are written in the concerned section. At the outer margin of the page letter groups are shown by cut outs so that the initial letters of all the sections are visible at a glance. All entries relating to a particular letter of the alphabet are arranged in the same section or pages reserved for the same letter of the alphabet in a strict alphabetical order. The best example of this type of index is printed telephone directory.</p> <p>In Loose Leaf index, the pages on which the index is prepared are not bound. Here the pages are fitted on to a metal hinges and screwed. Thus, wherever required some pages can be taken out and/or additional pages can be inserted.</p>		Unit 3 Filing & Indexing	60	1+0.5+1 +0.5=3
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20.	<p>Classification of filing means the process of selecting heading under which records are grouped or classified on the basis of common characteristics before filing them.</p> <p>Methods of classifications of filing</p>					1+1+1+1=4								

	<ol style="list-style-type: none"> 1. Alphabetical classification - In this system, all the records are kept in strict alphabetical order. 2. Numerical classification – Here a unique number is allotted to a file and the file is placed in the filing system in numerical order. 3. Geographical system of classification - In this system, the files are grouped on country, state, towns or district basis. 4. Subjective classification – Under this system of classifications, records are first sorted out on the basis of the subject matter they contain and then are filed accordingly. 5. Chronological system of classification – It means arranging all records and file in date order. <p>(Any three)</p>				
21.	<p>Speedy disposal of outward mail is equally important. Delay in sending mail not only results in loss of business prospects but also creates a bad image for the company. While on the other hand, quick replies of mail show the importance which has been attached to it. The following steps are generally followed in case of handling of outward mail physically :</p> <ol style="list-style-type: none"> 1. Production of Mail including Signature & Control 2. Collection of Mail 3. Recording Mail <p>Every outgoing mail is to be recorded in a register called Despatch Register or Mail outward Register :</p> <ol style="list-style-type: none"> 4. Writing of Addresses <p>Brief explanation of all points with proforma of Despatch register and peon book</p>	BOOK	UNIT	Pg	1+1+1+1=4
			Unit 2 Handling The Mail	28-29	
22.	<p>Requisites of a Valid Meeting</p> <ul style="list-style-type: none"> • Notice of a Meeting • Agenda of an Meeting 	BOOK	UNIT	Pg	1+1+1+1=4

	<ul style="list-style-type: none"> • Quorum of a Meeting • Chairperson of a Meeting • Motions and Resolutions • Adjournment of a Meeting • Minutes of a Meeting <p>Brief explanation of all</p>		Unit 4 Arranging Meetings	71-78								
23.	<table border="1"> <thead> <tr> <th></th> <th>BOOK</th> <th>UNIT</th> <th>Pg</th> </tr> </thead> <tbody> <tr> <td> <p>If your executive has to proceed on an international tour, he/she will require a variety of travel documents apart from an itinerary, meeting notes and so on. The necessary documents needed for tour to foreign countries include :</p> <ul style="list-style-type: none"> • Passport • Visa • Health documents • Travel Insurance Policy • Foreign currency list of meeting documents <p>Explanation of all points</p> </td> <td></td> <td>Unit 5 Travel Information</td> <td>95-97</td> </tr> </tbody> </table>		BOOK	UNIT	Pg	<p>If your executive has to proceed on an international tour, he/she will require a variety of travel documents apart from an itinerary, meeting notes and so on. The necessary documents needed for tour to foreign countries include :</p> <ul style="list-style-type: none"> • Passport • Visa • Health documents • Travel Insurance Policy • Foreign currency list of meeting documents <p>Explanation of all points</p>		Unit 5 Travel Information	95-97			1+1+1+1=4
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