Series OSS

Code No. **186**

Roll No. ☐☐☐☐☐☐☐

Candidates must write the Code on the title page of the answer-book.

- Please check that this question paper contains **4** printed pages.
- Code number given on the right hand side of the question paper should be written on the title page of the answer-book by the candidate.
- Please check that this question paper contains **35** questions.
- **Please write down the Serial Number of the question before attempting it.**
- 15 minutes time has been allotted to read this question paper. The question paper will be distributed at 10.15 a.m. From 10.15 a.m. to 10.30 a.m., the student will read the question paper only and will not write any answer on the answer script during this period.

COMPUTERS AND LIFE INSURANCE ADMINISTRATION
(Theory) Paper II

Time allowed : 3 hours   *Maximum Marks : 80*

Note :

   (i)   *Part A relates to Computers and Part B relates to Life Insurance Administration.*

   (ii) *Answer both the parts.*

   (iii) *Attempt all questions.*

   (iv) *Marks for questions are given against each.*

PART A
(COMPUTERS)

1. Name two DBMS software packages other than RELATIONAL.   *1*

2. Name the type of Field organisation other than Indexed Sequential Organisation.   *1*

3. Mention one of the most important fields where AFM helps policyholder's servicing.   *1*

4. What do you mean by the term 'INFORMATION' ?   *1*

5. Describe decision-making in one sentence.   *1*

6. Name the method of Access and Media usable in respect of Sequential method of File organisation.   *1*

7. Write a short note on 'Premium Notices'.   *2*

8. State the method of Access and Media usable in Indexed Sequential File organisation.   *2*

9. Describe in brief what is meant by Management Information System.   *2*

10. Explain briefly as to how life insurance is different from ordinary savings.   *2*

11. What is Back-up data file ? What is the need for back-ups to be taken ? What is Father Back-up ?   *3*

12. Mention the main information required regarding agents for Master File. Also mention the biggest advantage of Agency Master File.   *3*

PART B

(LIFE INSURANCE ADMINISTRATION)

13. To obtain the document called _____ is the pre-condition for becoming an insurance agent. (Fill in the blank)   *1*

14. What do you mean by the term 'Decentralisation' ?   *1*

15. The primary job of a Development Officer is to appoint _____ and through them develop _____ business. (Fill in the blanks)   *1*

16. Name the system of book-keeping adopted by LIC of India. 1

17. Describe the constitution of Investment Committee of LIC of India. 1

18. What is Product Image ? 1

19. Mention the heads under which income can be classified for Income Tax purposes. 2

20. Write a short note on 'Segmentation'. 2

21. Expand the term ZTC and state its main functions. 2

22. Name the promoters of LIC Housing Finance Ltd. 2

23. Explain the meaning of 'organisation'. Why is an organisation established ? 2

24. What is a Budget Control Register ? Describe the importance of maintaining such a register. 2

25. Briefly describe the importance of Post-Sales Service. 2

26. Briefly describe the functions of Accounts Department of a branch office of LIC. 3

27. Describe the role of a Development Officer of LIC of India. 3

28. State the objectives of LIC Housing Finance Ltd. 3

29. Distinguish between Direct Taxes and Indirect Taxes. What types of taxes would be covered under Direct Taxes ? 3

30. Which are the two types of Audit ? Mention the provisions of Regulations 46 and 47 of LIC Regulations, 1959. 3

31. Distinguish between
    (i)   Prospect and Proposer
    (ii) Life Assured and Policyholder
    Can a person be both Life Assured as well as Policyholder ? 5

32. A branch office of LIC of India is a basic unit of growth and profit. Elaborate fully. 5

33. Mention the major areas of investment of LIC of India. 5

34. What are the possible reasons for any organisation to diversify its activities ? **Also describe** the need for diversification of activity in LIC. 5

35. PR activities **can be** the booster of the field force and directly help in marketing. **Explain.**

    Also **explain** the importance of PR activities in life insurance industry. 5