

SECTION - B
BUSINESS CORRESPONDENCE AND REPORTING

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UNSEEN PASSAGE

JULY 2021

Question 7 (a)

The employee turnover rate in an Organisation refers to the proportion of employees who leave the Organization during a certain time period. Almost every Organisation is facing the acute problem of high employee attrition. To every Organization, high employee turnover is undesirable and can have a significant adverse impact. A high employee turnover rate results in an unfavourable effect on the morale of the remaining employees. Existing employees may face additional stress, resulting in lower productivity. In addition lower productivity of the existing employees due to a decline in morale, additional productivity is lost as existing employees must guide new incumbent how to adapt to the organizational culture and the new position.

To address the problem, it should be compared to the average within the industry. It should not be compared across industries, as the turnover rate differs significantly in various industries. It is in the best interest of the Organization to reduce it as it is detrimental to the Organization. When an employee leaves the Organization, the Organization incurs costs to find a replacement, recruitment costs, advertising costs, administration costs, background check costs, and interviewing costs. In addition, there are costs of lost productivity. when the employee is attending a training program. Second important aspect is Organizations with a high employee turnover rate may suffer from an unfavourable public image. For example, working in the call centre is seen as undesirable due to its turnover rates.

To overcome such problem, Organizations have to hire right manpower for the right position. Second important aspect is to have competitive pay structure matching with the industry. However, providing employees with a higher salary is not enough. It is important to understand the benefits that employees want and to take that into consideration when determining an employee's pay structure. Employees need to be acknowledged and given praise when due. Another important aspect is career path; Employees want to progress in their careers. A career path should be provided to employees to give them a sense of direction and what they can attain if they stay with the Organization. Last but not the least way to offer flexibility, a flexible work schedule is highly desirable. In fact, studies have shown that a flexible work arrangement has a positive impact on employee retention. Allowing employees to choose their work time and providing a flexible work schedule gives them the ability to balance their work and personal life and, hence, improves employee satisfaction.

- (i) What do you understand by employee attrition rate?
- (ii) Explain the ways to reduce high employee attrition?
- (iii) What is the importance of employee turnover in an Organisation?
- (iv) How, does employee turnover rate affect brand image of an Organisation?

Answer

- (i) The proportion of employees who leave the organization during a certain period is called employee attrition rate in an organization.
- (ii) Various measures can be taken to prevent high attrition. Some of them are:
 1. Hiring appropriately skilled people for different profiles.
 2. Paying them salaries with benefits as per industry norms/benchmarked with the competitors.
 3. Acknowledging and appreciating their work.
 4. Providing career growth opportunities by promoting them periodically.

5. Offering flexible timings/schedules to enable them to maintain work-life balance.
- (iii) Employee turnover rate is important as it directly impacts the business of an organization by affecting the morale of the employees and their productivity. It also affects public image of the organization and can escalate the cost of hiring, in case the employee turnover is high.
- (iv) Employee turnover rate affects brand image of an Organization. Today is the world of social media; anything good or bad spreads very fast. Organizations with a high employee turnover rate may suffer from an unfavourable public image. New employees would be hesitant to join such Organizations where the employee turnover rate is high.

NOVEMBER 2020

Question 7 (a)

Read the passage carefully and answer the questions given below:

Success of any organization depends on offering quality products at competitive prices. All over the world, it is being realized that quality control be ensured through inspection and test alone. Every department and individual has a contribution to make in the achievement of quality. Quality product at competitive prices is the most significant factor in determining the long - run success of any organization. High quality of products can give a competitive edge to an organization. On the other hand, good quality generates satisfied customers who reward the organization with continued patronage and favourable word of mouth advertising.

Growth in consumer quality awareness has put a greater strain on businesses. Consumer demand and dynamic technological changes have opened up new and highly competitive markets. The quality of goods and services can no longer be taken for granted.

The rapid growth of the service sector has also introduced new perceptions of quality management. Institutions, such as the Government, banks and hospitals do not produce tangible goods. The interaction between employees and customers is much more critical in such organizations. As a result, the skills, attitudes and training of service personnel affect the quality of the services delivered. Information processing represents a large component of the work done by service organizations and poses special quality considerations. Errors in computer billing, or airline and hotel reservations are the results of poor quality control of computer software and data input systems.

In View of globalization of markets, Governments have begun to realize that quality is essential to international trade and the national economy. Therefore, public purchasing authorities have been instructed to buy goods that conform to the quality standards.

- (i) In what manner good quality products give rewards to organizations? (1 Mark)
- (ii) Most significant factor, which determines the long run success of an organization? (1 Mark)
- (iii) Quality of goods and services cannot be compromised by organizations, give reasons. (1 Mark)
- (iv) Write the summary of the above passage. (2 Mark)

Answer

- (i) Good quality products can give reward to organization in following ways:
 It gives long-term success to any organization.
 It can give competitive edge i.e., higher profit and increased market share.
 It leads to satisfied customers thus playing a significant role in increasing the customer base.
- (ii) Providing quality products at competitive prices is the most significant factor that determines the success of the organization in the long run.

- (iii) Increased awareness amongst customers regarding quality has led organizations to constantly improve the quality of products and services by adopting new technologies, which satisfies the customer's demands to remain competitive. Thus, businesses cannot ignore this aspect, if they intend to sustain longer in the market.
- (iv) Organizations across the world whether in the manufacturing or service sectors pin their success on offering quality products and services at competitive prices. This is the mantra for long-term sustainable growth of any business. With growing consumer awareness about quality, markets have become highly competitive and more and more businesses embracing new technologies. In critical service sectors viz. healthcare, government and many online data/information processing services, quality relies on skilled and trained workforce. International trade and economy can grow only if stringent quality standards are maintained.

NOVEMBER, 2019

Question 7 (a)

Read the passage carefully and answer the questions given below:

Being the daughter of a physics professor, Marie who was born in 1867 in Warsaw, Poland, was greatly influenced by the wonders of Science and technology. Since an early age, she displayed a blithe personality. Her fascination for learning prompted her to continue with her studies even after school. She became disgruntled, however, when she learned that the university in Warsaw was closed for women. Determined to complete higher education, she defiantly left Poland and in 1891 entered the Sorbonne, a French university, where she completed her doctorate in physics.

Marie met Pierre Curie at the Sorbonne along with some of the other greatest scientists of her day. Marie and Pierre were married in 1895 and spent many productive years working together in the physics laboratory. A short time after they discovered radium, Pierre was killed by a horse-drawn wagon in 1906. For Marie it was an horrible misfortune and heartbreaking event. Despondently she recalled their close relationship and the joy that they had shared in scientific research. The fact that she had two young daughters to raise by herself greatly increased her distress.

Curie's feeling of desolation finally began to fade when she was asked to succeed her husband as a physics professor at the Sorbonne. She was the first woman to be given a professorship at the world-famous university. In 1911 she received the Nobel Prize in physics for isolating radium. Although Marie Curie eventually suffered a fatal illness from her long exposure to radium, she never became disillusioned about her work. Regardless of the consequences, she had dedicated herself to science and to revealing the mysteries of the physical world.

- (i) What did Marie did not like about the Warsaw University? (1 Mark)
- (ii) What was first step that Marie took towards her becoming a scientist? (1 Mark)
- (iii) How did Marie deal with the desolation caused by her husband's death? (1 Mark)
- (iv) Write a Summary of the above Passage. (2 Mark)

Answer

- (i) Marie did not like the fact that University in Warsaw was closed for women.
- (ii) Marie left Poland in 1891 and joined Sorbonne University, France, where she completed her doctorate in Physics.
- (iii) She got over her desolation when she became the first woman to join as a professor of Physics at the world renowned University of Sorbonne, France.

(iv) Summary:

Marie, daughter of a physics professor was born in 1867 in Warsaw, Poland. Disappointed at not being allowed to join University in Warsaw, she left Poland in 1891 to enter the University of Sorbonne, France and completed her doctorate in Physics.

In 1895, Marie married Pierre Curie a great scientist at Sorbonne. Having spent many years together in research, shortly after they discovered Radium, Pierre Curie was killed in 1906.

She got over her desolation when she became the first woman to join as a professor of Physics at the world-renowned University of Sorbonne. In 1911, she received the Nobel Prize in Physics for isolating Radium. Being overexposed to radium, she developed a fatal illness. She dedicated herself to the cause of science.

MAY, 2019

Question 7 (a)

Read the passage carefully and answer the questions given below:

Coral reefs are one of the most fragile, biologically complex, and diverse marine ecosystems on Earth. This ecosystem is one of the fascinating paradoxes of the biosphere. Found along the sea coasts they are formed in various shapes and sizes. They constitute as one of the beautiful creations of nature. Symbiotic cells of algae known as zooxanthellae carry out photosynthesis using the metabolic wastes of the coral thereby producing food for themselves; for their corals, hosts, and even for other members of the reef community. This symbiotic process allows organisms in the reef community to use sparse nutrient resources efficiently.

Unfortunately for coral reefs, however, a variety of human activities are causing worldwide degradation of shallow marine habitats by adding nutrients to the water. Agriculture, slash-and-burn and clearing, sewage disposal and manufacturing that create waste by-products all increase nutrient loads in these waters. Typical symptoms of reef decline are destabilized herbivore populations and an increasing abundance of algae and filter-feeding animals.

Declines in reef communities are consistent with observations that nutrient input is increasing in direct proportion to growing human populations, thereby threatening reef communities sensitive to subtle changes in nutrient input to their waters.

- (i) What are the indicators of reef decay? (1 Mark)
- (ii) How does Algae carry out the process of photosynthesis? (1 Mark)
- (iii) How is man responsible for destruction of Natural Reef? (1 Mark)
- (iv) Write a Summary of the above Passage. (2 Marks)

Answer

- (i) Indicators of reef decay include destabilized herbivore populations and an increasing abundance of algae and filter-feeding animals.
- (ii) Algae carry out the process of photosynthesis by using the metabolic wastes of the coral thereby producing food for themselves, for their corals, hosts, and even for other members of the reef community.
- (iii) Man is responsible for decay of reef because activities such as agriculture, slash-and-burn land clearing, sewage disposal and manufacturing that create waste by-products all increase nutrient loads in these waters that cause degradation of reef.
- (iv) Summary of the above passage-

Coral reefs are one of the most fragile and complex, marine ecosystem on Earth. Cells of algae known as zooxanthellae carry out photosynthesis using the metabolic wastes of the coral thereby producing food for themselves, for their corals, and for other members of the reef community. Man on other hand is destroying the coral reefs by carrying out agriculture, slash-and-burn land clearing etc. Thus the reef communities are in decline.

RTP - NOVEMBER 2021

1. Read the passage carefully and answer the questions that follow:

There are two ways of carrying out most of the operations we perform in the course of our daily life and work. We may learn by trial and error to perform the operation and afterwards repeat it mechanically, as when a man learns to drive a car without knowing what goes on under the bonnet. Or we may study the true nature of the operation and see why we use the methods we do, as when a motorist studies and understands the mechanism of his car. Both men may succeed in conveying their families to and from a Sunday picnic, but there is no doubt as to who will be potentially the better driver and the one more capable of dealing with a breakdown should it occur.

Selling is another such operation. The mechanism of a sales transaction is infinitely more complicated than that of the most expensive motorcar since selling involves the inter-play of human motives and reactions rather than of mechanical principles. Yet it is possible for a salesman to sell mechanically – and all too many of them do! But for true success in selling an appreciation of those human motives and reactions is indispensable.

When we look at the chain of processes by which goods and services of all kinds are placed at the disposal of the final consumer, we find one kind of link which is common to all types of merchandise and all kinds of service. That link is the sale. It may appear several times in one chain – as where raw wool is sold to the spinner, who sells the resultant yarn to the weaver, the latter selling the cloth made from the yarn to the

maker-up, who in turn sells the garment made from the cloth to the retailer to be re-sold to the ultimate wearer. Or it may appear only once, as it does when a smallholder picks the fruit from his orchard and sells it by the roadside. Wherever man produces, other than for his own personal consumption, there is the raw material of a sale – that link which joins together the producer and consumer; a link, therefore, every bit as important as the manufacturing processes which change the shape of raw materials to the finished article, and transportation which changes the location of raw materials and the finished products.

The first thing we notice in examining this link is that it brings about an exchange between two parties. Now if each of two parties has something that the other wants, and if the two units can be equated, it is clear that an exchange could take place. A hungry tailor and a thread-bare baker could obviously ‘do business’. The difficulty of expressing the want for a suit of clothes in terms of loaves of bread is overcome, in all but the most primitive economies; by the use of a medium in terms of which both wants can be measured.

This medium of exchange, or ‘money’, is also used to facilitate, by remote control as it were, the exchange itself. Wants, in our modern civilization, are complex and varied. These wants are satisfied by individuals and organizations each performing a part only of the process which produces the finished article. The marrying of wants and satisfactions directly would be an impossible task – the hungry tailor might search along while with a suit of clothes over his arm before he found a threadbare baker willing to make the necessary exchange.

And even this picture is an over-simplification of the problem in these days of the minute subdivision of labor, when the ‘tailor’ might be the operator of a button-hole stitching

machine and the ‘baker’ a maintenance mechanic or a backhouse oven. As we know, each exchanges his ‘product’ for a common medium in the shape of money, which he then uses to

procure the satisfaction he desires.

Question 1

According to the passage what is/are the way(s) to perform operations of life are?

1. Learning by trial and error
 2. Repeating it mechanically
 3. Studying the true nature of the operation
 4. Driving a car without knowing what goes on under the bonnet
- (a) 1 & 3
 (b) 1, 2 & 3
 (c) 3 & 4
 (d) Only 1

Question 2

Why selling operation is more complicated than that of the most expensive motor car?

- (a) The true success in selling is an appreciation of human motives and reactions
- (b) Selling involves the inter-play of human motives and reactions rather than of mechanical principles.
- (c) One can learn driving a car without knowing what goes on under the bonnet.
- (d) We can study the nature of the operations in selling process.

Question 3

The link that is common to all kinds of merchandise and all kinds of services is

- (a) The chain of processes
- (b) Sale
- (c) The producer and consumer
- (d) Manufacturing process

Question 4

A hungry tailor and a thread-bare baker could obviously 'do business' because

- (a) They want 'money' in exchange.
- (b) Their units can be equated.
- (c) Each of the two parties has something that the other wants d. They are just performing their part/role.

Question 5

Which is the most suitable one-line central idea of the passage?

- (a) Business between a tailor and a baker.
- (b) Process by which goods and services of all kinds are placed at the disposal of the final consumer.
- (c) Selling as a link which is common to all types of merchandise and all kinds of services
- (d) Concept of business in modern world.

2. Read the passage carefully and answer the questions that follow:

Raising funds for elections has been a unique feature of Indian politics from the very beginning and it will not be wrong to say that it is one of the most dominant motive forces behind political corruption. A strange scandal came to light in January 1996, which was then the chief vehicle exclusively for politicians to raise election funds for their parties and themselves via illegal foreign exchange transactions. This raised huge public attention on both corruption and its linkage with our great democratic festival of elections. The explosion of the corrupt fund-raising incidents in connection with arms deals by Tehelka.com in March 2001 was the next mind-blowing eye-opener for all. The notorious incidents highlighted the requirement for reform of party and election finance, including the possible option of state funding of elections. To have a clear blotless democracy the need of Political finance reform is a must as elections are the foundation. What will happen to our great building of democratic India if its foundation stones have been sunk in the waters of corruption before using?

There are a lot of working systems managing political, including election, finance around the world. The funds are needed for various operations of Political parties: election campaigns, inter-election maintenance of their organizations and political activities, and support of research and information infrastructure for the parties.

Election campaigns are always the primary visible activity requiring funds. Unfortunately, this has made political parties (of the right and centre) unduly dependent on big business houses and wealthy individuals. On the other hand Parties of the left became dependent on the collective contributions of workers, often channelled through affiliated trade unions. Such interests, typically, seek rents as a quid pro quo for political donations.

Question 1

According to the passage what is/are the reason(s) for warranting a discussion on political finance reform?

1. Increasing costs attached to political campaigns.
 2. The polity's concern for equal opportunity for political participation.
 3. Instances of corruption.
 4. Political parties' excessive dependence on big business and wealthy individuals.
- (a) 2 and 4
 (b) 1, 2 and 3
 (c) 1 and 3
 (d) 2, 4 and 3

Question 2

What according to the passage is the difference between parties of the left and right in the dependence on funds for election campaign?

- (a) Political parties of the left depend on the collective wealth of the unions whereas those of the right depend on big business and wealthy individuals
- (b) Political parties of the right depend on large business organizations and affluent individuals whereas those of the left depend on the collective contribution of workers.
- (c) Political parties of the right depend on large MNCs and corporate houses whereas those of the left depend on contributions from the common man.
- (d) Political parties of the right depend on their networks of influential individuals whereas those of the left depend on contributions from the trade unions.

Question 3

Political funds are used for which of the following purpose (s)?

1. To influence the electorate.
 2. To ensure inter-election maintenance of the political organization and political activities.
 3. To allow for sustenance of research infrastructure for the political parties.
 4. To introduce an understanding of political issues amongst the electorate.
- (a) Both 1 and 4
 (b) Only 2, 3 and 4
 (c) Both 3 and 4
 (d) Both 2 and 3

Question 4

What is the primary purpose of the passage?

- (a) Discuss the need for reform of political finance.
 (b) Discuss the methodology to ensure political finance reform.
 (c) Discuss the ways and means to bring about stability of democracy.
 (d) Discuss the need for reducing widespread cynicism about parties and politicians

Question 5

According to the passage, democracies worldwide focus on which main characteristics of political finance reform?

ANSWERS

Answer 1

1	(a)	2	(b)	3	(b)	4	(c)	5	(c)
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Answer 2

1	(c)	2	(b)	3	(d)	4	(a)	5	(a)
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MAY 2021

1. Read the following passages and answer the questions at the end of each passage.

Passage 1

The Mars Orbiter Mission (MOM) or Mangalyaan, is a space probe launched by the Indian Space Research Organization on November 5, 2013.

Mangalyaan was India's first interplanetary mission. The indigenously-built space probe has been in the Martian orbit since September 24, 2014. The mission made India the first Asian country, and the fourth in the world after Roscosmos, NASA, and the European Space Agency, to get to the planet. China referred to India's successful Mangalyaan as the "Pride of Asia".

India's Mangalyaan mission is aimed at studying Martian atmosphere. Its objective is to explore Martian surface features, mineralogy, morphology and atmosphere using indigenous scientific instruments. A crucial objective of MOM was to develop technologies required in planning, designing,

management and operations of an interplanetary mission.

MOM was launched aboard PSLV C-25 (an XL version of the PSLV). It carried 850 kg of fuel and 5 science payloads including a Mars Color Camera (MCC) which it has been using to study the Martian surface and atmosphere since entering the orbit successfully. The spacecraft is tracked by the Indian Deep Space Network (IDSN), located near Bengaluru and complemented

by NASA-JPL's Deep Space Network. ISRO spent \$75 million to launch the mission, making it the least-expensive Mars mission to date.

On September 24, 2018, MOM completed four years in its orbit around Mars, although the designed mission life was only six months. ISRO now plans to develop and launch a follow-up mission called Mars Orbiter Mission 2 (MOM-2 or Mangalyaan-2) in 2024.

Question 1

Select a suitable synonym for the word 'indigenously':

- (a) Well built
- (b) Built natively
- (c) Built for the first time
- (d) Forcibly built

Question 2

How much more time did MOM space probe spend as compared to the actual designed mission life?

- (a) 4 years
- (b) 6 months
- (c) 3 years 6 months
- (d) 2.5 years

Question 3

'Pivotal means the same as which word used in the passage _____

Question 4

Study of minerals is known as _____ (as given in the text)

Question 5

Which of the following is/are true according to the passage?

- A. The Mangalyan carried 850 kilo calorie of fuel.
 - B. India became the first Asian country to reach Mars
 - C. The space craft has been in the Martian orbit since 5th November, 2013
 - D. MOM was one of the least expensive missions to Mars till date.
- (a) Only A
 - (b) Both A and B
 - (c) Both B and D
 - (d) All of the above

Passage 2

Bitcoin has grabbed headlines over the past year for its massive spike in value and the ensuing rush to regulate it, followed by a nasty crash. However, the real story is the degree to which Bitcoin democratizes global financial systems.

While Bitcoin may often be referred to as anonymous money, its block chain is also perfectly transparent and may be inspected by anybody at will. That apparent contradiction makes it a revolutionary way for people around the world to realize greater financial freedom: Bitcoin does to money what the internet did to information by providing indiscriminate access to a decentralized financial system.

Bitcoin is not just a crypto currency, but also a new financial system comprised of many components. It was invented in 2008 by the mysterious Satoshi Nakamoto and released shortly after to the public. Most importantly, Bitcoin is not controlled or owned by any individual, corporation, or government. It extensively uses cryptography and relies on a peer-to-peer network. The Bitcoin protocol lays out the rules of this financial system, including how many Bitcoins can exist, and how they are created and transferred between participants. This protocol is incredibly difficult to change, as any change requires overwhelming consensus from its participants.

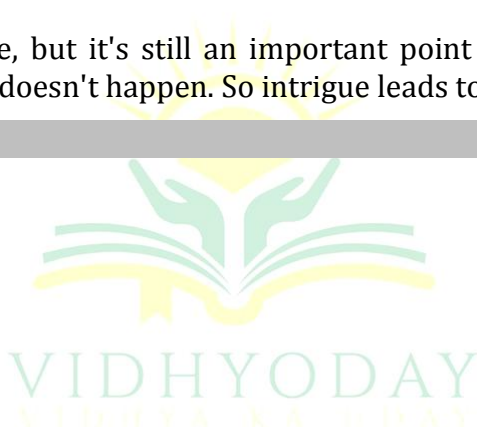
While Bitcoin had existed for some time, one of the first spikes had been largely attributed to the economic crisis in Cyprus. Crypto-currency suddenly offered a more appealing way of housing money with promise of constant access. But while the extent of that relationship was debated, it was just the spark that lit the fuse.

The irony doesn't escape us here, but it's still an important point to make. The limited number of Bitcoins means that inflation just doesn't happen. So intrigue leads to demand, and the only way is up.

Question 1

Bitcoin extensively uses:

- (a) Overwhelming consensus
- (b) Cryptography
- (c) Control by an individual
- (d) None of these



Question 2

State one ironical fact mentioned about bitcoin in the passage.

Question 3

The phrase 'indiscriminate access' can mean:

- (a) A thoughtful control
- (b) Controlled by all
- (c) Secret control
- (d) Aimless control

Question 4

Choose an appropriate synonyms for the word 'overwhelming' as used in the passage:

- (a) Astounding
- (b) Reality
- (c) Unknown
- (d) Reactive

Question 5

Why are Bitcoin protocols difficult to change?

- (a) There are no protocols at all
- (b) Bitcoin currency is limited
- (c) Change is the only constant
- (d) All participants need to give their consensus

Passage 3

Sportsmanship can be conceptualized as an enduring and relatively stable characteristic or disposition such that individuals differ in the way they are generally expected to behave in sports situations. In general, sportsmanship refers to virtues such as fairness, self-control, courage, and persistence, and has been associated with interpersonal concepts of treating others and being treated fairly, maintaining self-control if dealing with others, and respect for both authority and opponents. Sportsmanship is also looked at as being the way one reacts to a sport/game/player.

The four elements of sportsmanship are often shown being good form, the will to win, equity and fairness. All four elements are critical and a balance must be found among all four for true sportsmanship to be illustrated. These elements may also cause conflict, as a person may desire to win more than play in equity and fairness and thus resulting in a clash within the aspects of sportsmanship. This will cause problems as the person believes they are being a good sportsman, but they are defeating the purpose of this idea as they are ignoring two key components of being sportsman like. When athletes become too self-centred, the idea of sportsmanship is dismissed.

Today's sporting culture, in particular the base of elite sport, places great importance on the idea of competition and winning and thus sportsmanship takes a back seat as a result. In most, if not all sports, sportsmen at the elite level make the standards on sportsmanship and no matter whether they like it or not, they are seen as leaders and role models in society.

Question 1

Sportsmanship take a back seat in the current sports culture because:

- (a) Leaders have become superstars
- (b) There is more emphasis on winning
- (c) It requires self- control and fairness
- (d) Both a and b

Question 2

Sportsmanship refers to virtues such as:

- (a) Ignorance
- (b) Fairness
- (c) Persistence
- (d) Both b and c

Question 3

Select an antonym for the word self centred

- (a) Giving
- (b) Narcissist
- (c) Ideal
- (d) Selfish

Question 4

What is the **Main idea** of the passage:

- (a) Sportsmanship is a challenge, which not everyone can take
- (b) Sportsmanship is not just about playing but about being a team player and disciplined
- (c) Sportsman become super stars and forget their duties
- (d) Life without sports is dull and mundane

Question 5

‘Sportsmanship is also looked at as being the way one reacts to a sport/game/player’.

What does the author mean by saying this?

- (a) To play a sport is not an easy task
- (b) One needs to learn the game and play it as well
- (c) Do not disrespect any sport or player
- (d) The attitude towards the game and the players makes you a sportsman

Answers

Passage 1	Passage 2	Passage 3
1. b	1. b	1. b
2. c	2. It is called anonymous money but its blockchain is transparent to all	2. d
3. Crucial	3. d	3. a
4. Mineralogy.	4. a	4. b
5. c	5. d	5. d

RTP - NOVEMBER, 2020

Passage 1

My father Janab Avul Pakir Jainulabdeen gave me a lesson when I was a young boy. What was that lesson? My father was elected the President of Rameshwaram Panchayat Board. I was at that time studying in school. Those days we did not have electricity and we used to study under ration kerosene lamps. I was reading a lesson loudly when I heard a loud knock on the door.

Someone then came in and asked me where my father was. I told him, my father had gone for evening prayers. He said, ‘I have brought something for your father, can I keep it here?’ I asked him to keep it on the cot. He placed a tombalum (gift box) on the cot and left.

When my father came back and saw the tombalum (gift box), he asked, ‘what is this? Who has left this?’ I told him that in his absence someone had come and left it for him. My father opened the cover of the tombalum and found there was costly dhoti, angvastram, some fruits, some sweets and a note that the person had left behind. My father was furious. That was the first time I saw his anger and also the first time that he beat me. I was the youngest in the family and he loved me very much. I got frightened and started weeping. Then he came and touched my shoulder lovingly with affection and advised me not to receive any gift without his permission. He quoted an Islamic Hadith that states, “When the Almighty appoints a person to a position he can take care of his provision. If a person takes anything beyond that it is an illegal gain”. Then he told me that it is not a good habit. Gift that is accompanied by some other purpose is a dangerous thing. It is like touching a snake and getting poison in return.

Question 1

Why did the boy's father get angry over him?

- (a) The boy was disobedient
- (b) The boy answered back
- (c) The boy agreed to keep gifts without father's permission
- (d) All of the above

Question 2

What according to the passage is 'like touching a snake and getting poison in return'?

- (a) Accepting gifts
- (b) Accepting orders
- (c) Accepting God's way of doing things
- (d) Accepting gifts offered with some hidden purpose

Question 3

Which line in the passage shows that the boy and his family belong to an era where basic facilities were not available?

- (a) He was studying in ration kerosene lamps as there was no electricity
- (b) He was studying loudly
- (c) His father used to wear Dhotis
- (d) The family used to receive costly gifts

Question 4

Select the option that can be a suitable title for the passage.

- (a) The Divine Gift
- (b) The gift of Gab
- (c) Accept gifts in good spirit
- (d) Never take gifts

Question 5

What is the main theme of the passage?

- (a) A lesson learnt by the author as a boy, by his father
- (b) We should study loudly for better understanding
- (c) Accepting gifts is fun
- (d) Fathers always love their children

Passage 2

In Super bazaars in Delhi, the prospective buyer expects to find the price of an article displayed or to be told definitely what the price is. He assumes that this is the lowest price that will be accepted and if he thinks the price excessive or beyond his means, he shrugs his shoulders and walks away, dissatisfied or disappointed. He does not attempt to bargain unless he is usually brazen faced or thick skinned-for his efforts would be met by an incredulous stare or by a cold and possibly rude reply. Even, if his features showed mild annoyance or surprise he would expect to be told that if the price

was unacceptable, he could try elsewhere- a course offering slight chances of success. The manager in a Super bazaar does not make the goods himself: he is supplied by manufacturers or wholesale dealers on terms that allow little variation from shop to shop; and for most articles in regular demand there is a 'market price' over which the seller has little control.

There are many other towns where the shopkeeper himself may be and often is importer and producer, wholesale dealer and retailer. There is no standard 'market price' for the merchandise which he has to offer. He cannot know how keen the demand is, how abundant the supply or what his goods will fetch except by the offers made to him by prospective customers. He can assess the fair market value of what he has to sell only by actual experiment. Therefore, he begins by demanding an exorbitant price immensely above that for which he will eventually sell; and the bargain is not concluded until he and his customer have spent much time on eloquent gestures and arguments. The shop keeper gradually reduces his original price until he and his customer arrive at a compromise agreeable to them both. The price thus agreed on, may or may not represent the intrinsic worth of the article sold but does reflect its market value in relation to the existing condition of supply and demand.

Question 1

Find the word from the passage that means 'inflated' -

- (a) Abundant
- (b) Exorbitant
- (c) Intrinsic
- (d) Unacceptable

Question 2

What does the phrase 'incredulous stare' mean?

- (a) Insulting words
- (b) Feeling of jealousy
- (c) Praising comments
- (d) Unbelievable look

Question 3

Which of the following is true according to the passage?

- (a) The manager of the Super bazaar makes the goods, with his team members.
- (b) The manager is supplied the goods by the manufacturers.
- (c) The manager is supplied the goods by the wholesale dealers.
- (d) Both b and c

Question 4

The final price at which a product is sold depends on -

- (a) The raw material
- (b) The existing condition of supply and demand
- (c) The abundance of the wholesalers
- (d) None of the above

Question 5

What does the buyer do in case he finds the price of a product higher?

- (a) He shrugs his shoulders and leaves.
- (b) He insults the shopkeeper.
- (c) He tries to buy two products.
- (d) He respects the shopkeeper and gets ready to purchase at the earlier quoted price.

Answers

Passage 1	Passage 2
1. c	1. b
2. d	2. d
3. a	3. d
4. c	4. b
5. a	5. a

RTP – MAY 2020

Read the following comprehension passages and answer the following questions.

Passage1

In the present era of globalisation and liberalisation, the world has become an economic village. The globalization of the business world, the attendant structure and the regulations, which support it, as well as the development of e-commerce make it imperative to have a single globally accepted financial reporting system. Several multi-national companies are establishing their businesses in various countries with emerging economic and vice versa. The entities in emerging economies are increasingly accessing the global markets to fulfill their capital needs by getting their securities listed on the stock exchanges outside the country. Capital markets are, thus, becoming integrated consistent with this world- wide trend. More and more Indian companies are being listed on overseas stock exchanges. The use of different accounting frame works indifferent countries, which requires in consistent treatment and presentation of the same underlying economic transactions, creates confusion for users of financial statements. This confusion leads to inefficiency in capital markets across the world. Therefore, increasing complexity of business transactions and globalization of capital markets call for a single set of high-quality accounting standards.

High standards of financial reporting under pin the trust investors place in financial and non-financial information. Thus, the case for a single set of globally accepted accounting standards has prompted many countries to pursue either adoption or convergence of national accounting standards with IFRS.

International Financial Reporting Standards (IFRS) are considered a “principles-based” set of standards. In fact, they establish broad rules rather than dictating specific treatments. Every major nation is moving toward adopting them to some extent. Large number of authorities requires public companies to sue IFRS for stock-exchange listing purposes, and in addition, banks, insurance companies and stock exchanges may use them for their statutorily required reports. So ever the next few years, thousands of companies will adopt the international financial reportings and ards while preparing their financial statements.

Question 1

What trends are forcing capital markets across the world for integration?

Which creates confusion for users in financial statements?

- (a) Different accounting frame work
- (b) Different capital market framework
- (c) Globalisation and business regulations
- (d) Development of e-commerce

Question 2

Which is not considered as a 'principle-based set of standards for preparation of financial reporting?

- (a) Indian Accounting Standards
- (b) International Accounting Standards
- (c) International Financial Reporting Standards
- (d) International Economic Standards

Question 3

Which standards are taken as basis for preparing financial statements?

- (a) International Economic Standards
- (b) International Financial Reporting Standards
- (c) Standard Stock Exchange
- (d) Business structures and regulations standards

Question 4

Why there is need for single set of global financial reporting standards?

Passage 2

In today's IT-driven society, the success of an enterprise is heavily influence by business intelligence. Corporate giants are becoming more dependent on business intelligence (BI) software to increase the amount of knowledge they can apply in real time and reduce the cost of managing their business processes. As globalisation and ICT(Information and Communication Technology) become more intertwined, the volume of data transfers among enterprises is exponentially growing. In this perspective we can define the BI is essentially timely, accurate, high-value, and actionable business insights, and the work processes and technologies used to obtain them. It comprised of information that contains patterns, relationships, and trends about customers, suppliers, business partners and employees.

In simple words BI refers to the process of collecting and refining information from many sources, analyzing and presenting the information in useful ways so that users can make better business decisions.

BI has been made possible because of advances in a number of technologies, such as computing power, data storage, computation a analytics, reporting and networking. IT provides an approach for solving business problems with a frame work for man aging tactical and strategic operations performance. From the perspective of decision-making, BI uses data about yesterday and today to facilitate making better decisions about tomorrow. This is done through various means such as selecting the right criteria to judge success, locating and transforming the appropriate data to draw conclusions, or arranging information in a manner that best provides insights into the future thus making enterprises to work smarter.

BI enables managers to see things with more clarity and empowers them to peek into the possible future.

Question 1

To sustain in the business world for decision making and selecting the criteria of succeed, corporate giants are more depended on

- (a) IT-driven society
- (b) Business Intelligence software
- (c) Strategic Operation Performance
- (d) Reporting and Networking

Question 2

The write uses the term BI to define–

- (a) Increasing the amount to knowledge in business world
- (b) Empowers business for future perspective
- (c) Particularly arranging information in business manner
- (d) Appropriate work processes and technology-based business

Question 3

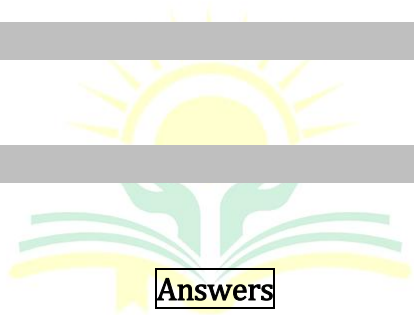
What are the basic requirements of BI?

Question 4

What is the process of BI?

Question 5

BI is used for _____



Answers

Passage 1	Passage 2
<p>1. Globalisation, liberalisation, development of e-commerce and emerging global markets are forcing capital markets across the worldwide for integration.</p> <p>2. (a)</p> <p>3. (b)</p> <p>4. (b)</p> <p>5. Increasing complexity of business transactions and globalisation of capital markets call for a single set of high-quality accounting standards.</p>	<p>1. (b)</p> <p>2. (d)</p> <p>3. The basic requirements of BI is timely, accurately, high- value, and actionable business insights, and the work processes and technologies used to obtain success.</p> <p>4. BI refers to the process of collecting, refining, analyzing, and presenting the information for making better business decisions.</p> <p>5. (c)</p>

Read the passage carefully and answer the questions that follow:

People love music for much the same reason they're drawn to, drugs, gambling and delicious food, according to new research. When you listen to tunes that move you, the study found, your brain releases dopamine, a chemical involved in both motivation and addiction.

Even just anticipating the sounds of a composition like Vivaldi's "Four Seasons" or Phish's "You Enjoy Myself" can get the feel-good chemical flowing, found the study, which was the first to make a concrete link between dopamine release and musical pleasure.

The findings offer a biological explanation for why music has been such a major part of major emotional events in cultures around the world since the beginning of human history. Through music, the study also offers new insights into how the human pleasure system works.

'You're following these tunes and anticipating what's going to come next and whether it's going to confirm or surprise you, and all of these little cognitive nuances are what's giving you this amazing pleasure,' said Valorie Salimpoor, a neuroscientist at McGill University in Montreal. "The reinforcement or reward happens almost entirely because of dopamine." "This basically explains why music has been around for so long," she added. "The intense pleasure we get from it is actually biologically reinforcing in the brain, and now here's proof for it."

In a previous study, Salimpoor and colleagues linked music-induced pleasure with a surge in intense emotional arousal, including changes in heart rate, pulse, breathing rate and other measurements. Along with these physical changes, people often report feelings of shivers or chills. When that happens during a listening experience, Salimpoor's group and others have found evidence that blood flows to regions in the brain involved in dopamine release.

To solidify the dopamine link, the researchers recruited eight music-lovers, who brought to the lab samples of music that gave them chills of pleasure. Most picks were classical, with some jazz, rock and popular music mixed in, including Led Zeppelin and Dave Matthews Band. The most popular selection was Barber's Adagio for Strings.

After 15 minutes of listening, scientists injected participants with a radioactive substance that binds to dopamine receptors. With a machine called a PET scanner, the scientists were then able to see if that substance simply circulated through listeners' blood, which would indicate that they had already released a lot of dopamine, and that the dopamine was tying up all available receptors. If most of their dopamine receptors were free, on the other hand, the radioactive substance would bind to them.

The technique showed, definitively for the first time, that people's brains released large amounts of dopamine when they listened to music that gave them chills, the researchers reported in the journal Nature Neuroscience. When the same people listened to less moving music the next day, their dopamine receptors remained wide open.

Once the researchers knew for sure that dopamine was behind the pleasure of music, they put participants in an MRI machine and played the moving music for them again. In this part of the experiment, the scanners showed that the brain pumped out dopamine both during the phase of musical anticipation and at the moment when chills hit in full force. The two surges happened in different areas of the brain.

"It is amazing that we can release dopamine in anticipation of something abstract, complex and not concrete," Salimpoor said. "This is the first study to show that dopamine can be released in response to an aesthetic stimulus."

Question 1

The aim of the study is to explain:

- (a) how brain releases dopamine.
- (b) why music is an integral part of emotional events in all cultures.

- (c) how human pleasure system works.
 (d) both (b) and (c).

Question 2

If the radio active substance circulated through the listener's blood it would show:

- (a) the listeners were music lovers.
 (b) PET scan is crucial in such studies.
 (c) dopamine had been released during listening to music.
 (d) all radioactive substances can detect dopamine.

Question 3

Why is dopamine referred to as the 'feel-good' chemical?

Question 4

Why was the PET scanner used?

Question 5

On whom was the study reported in the journal Nature Neuroscience conducted?

(1*5 = 5 Marks)

Answers

1. d
2. c
3. Dopamine gives one the feeling of pleasure and happiness.
4. PET scanner enabled the scientists to see if a radioactive substance simply circulated listeners' blood.
5. The experiment was conducted on eight music-lovers, who reported that listening to their favourite music gave them chills of pleasure.

MTP – MAY 2021 (SERIES 2)

(a) Read the passage carefully and answer the questions that follow:

That large animals require luxuriant vegetation has been a general assumption which has passed from one work to another, but I do not hesitate to say that it is completely false and that it has vitiated the reasoning of geologists on some points of great interest in the ancient history of the world. The prejudice has probably been derived from India, and the Indian islands, where troops of elephants, noble forests, and impenetrable jungles are associated together in every one's mind. If, however, we refer to any work of travels through the southern parts of Africa, we shall find allusions in almost every page either to the desert character of the country or to the numbers of large animals inhabiting it. The same thing is rendered evident by the many engravings which have been published in various parts of the interior.

Dr Andrew Smith, who has lately succeeded in passing the Tropic of Capricorn, informs me that taking into consideration the whole of the southern part of Africa, there can be no doubt of its being a sterile country. On the southern coasts, there are some fine forests, but with these exceptions, the traveller may pass for days together through open plains, covered by poor and scanty vegetation. Now, if we look to the animals inhabiting these wide plains, we shall find their numbers extraordinarily great, and their bulk immense.

It may be supposed that although the species are numerous, the individuals of each kind are few. By the kindness of Dr Smith, I am enabled to show that the case is very different. He informs me that in one day's march with the bullock-wagons, he saw, without wandering to any great distance on either side, between one-hundred and one-hundred and fifty rhinoceroses—the same day he saw several herds of giraffes, amounting together to nearly a hundred.

At the distance of a little more than one hour's march from their place of encampment on the previous night, his party actually killed eight hippopotamuses at one spot and saw many more. In this same river, there were likewise crocodiles. Of course, it was a case quite extraordinary to see so many great animals crowded together, but it evidently proves that they must exist in great numbers. Dr Smith describes that the country passed through that day as 'being thinly covered with grass, and bushes about four feet high, and still more thinly with mimosa trees'.

Besides these large animals, anyone the least acquainted with the natural history of the Cape has read of the herds of antelopes, which can be compared only with the flocks of migratory birds. The numbers indeed of the lion, panther, and hyena, and the multitude of birds of prey, plainly speak of the abundance of the smaller quadrupeds. One evening, seven lions were counted at the same time prowling round Dr Smith's encampment. As this, an able naturalist remarked to me, each day the carnage in Southern Africa must indeed be terrific! I confess that it is truly surprising how such a number of animals can find support in a country producing so little food.

The larger quadrupeds no doubt roam over wide tracts in search of it; and their food chiefly consists of underwood, which probably contains many nutrients in a small bulk. Dr. Smith also informs me that the vegetation has a rapid growth; no sooner is a part consumed, than its place is supplied by a fresh stock. There can be no doubt, however, that our ideas respecting the apparent amount of food necessary for the support of large quadrupeds are much exaggerated. The belief that where large quadrupeds exist, the vegetation must necessarily be luxuriant is more remarkable because the converse is far from true.

Mr. Burchell observed to me that when entering Brazil, nothing struck him more forcibly than the splendour of the South American vegetation contrasted with that of South Africa, together with the absence of all large quadrupeds. In his travels, he has suggested that the comparison of the respective weights (if there were sufficient data) of an equal number of the largest herbivorous quadrupeds of each country would be extremely curious. If we take on the one side, the elephants, hippopotamus, giraffe, bos caffer, elan, five species of rhinoceros; and on the American side, two tapirs, the guanaco, three deer, the vicuna, peccari, capybara (after which we must choose from the monkeys to complete the number), and then place these two groups alongside each other; it is not easy to conceive ranks more disproportionate in size.

After the above facts, we are compelled to conclude, against the anterior probability that among the Mammalia there exists no close relation between the bulk of the species, and the quantity of the vegetation in the countries which they inhabit.

Questions

- (i) What is the primary concern of the author?
- (ii) What prejudice has vitiated the reasoning of geologists?
- (iii) Why does Dr Smith refer to Africa as a sterile country?
- (iv) According to the author, what has led to the 'prejudice'?
 - (a) Errors in the reasoning of biologists
 - (b) False ideas about animals in Africa
 - (c) Incorrect assumptions on the part of geologists
 - (d) Doubt in the mind of the author

- (v) Why are the flocks of migratory birds mentioned in the passage?
- (a) To describe an aspect of the fauna of South Africa
 - (b) To illustrate a possible source of food for large carnivores
 - (c) To contrast with the habits of the antelope
 - (d) To suggest the size of antelope herds

(1 x 5 =5 Marks)

Answers

- (i) Author's primary concern is to discuss the relationship between the size of mammals and the nature of vegetation in their habitats.
- (ii) The prejudice that large animals require luxuriant vegetation has vitiated the reasoning of geologists.
- (iii) Dr Smith refers to Africa as a sterile country. Here, the traveller may pass for days together through open plains, covered by a poor and scanty vegetation.
- (iv) b
- (v) c



NOTE MAKING

JULY 2021

Question 7 (b)

Read the passage:

Artificial intelligence (AI) is making a difference as to how legal work is done, but it isn't the threat it is made out to be. AI is making impressive progress and shaking up things all over the world today. The assumption that advancements in technology and artificial intelligence will render any profession defunct is just that, an assumption and a false one. The only purpose this assumption serves is creating mass panic and hostility towards embracing technology that is meant to make our lives easier.

Introducing AI to this profession will primarily be for the purpose of automating mundane, tedious tasks that require negligible human intelligence. The kind of artificial intelligence that is employed by industries in the current scene, when extended to the law will enable quicker services at a lower price. AI is meant to automate a number of tasks that take up precious working hours lawyers could be devoted to tasks that require discerning, empathy, and trust- qualities that cannot be replicated by even the most sophisticated form. of AI. The legal profession is one of the oldest professions in the world. Thriving over 1000 years; trust, judgment, and diligence are the pillars of this profession. The most important pillar is the relationship of trust between a lawyer and clients, which can only be achieved through human connection and interaction.

While artificial intelligence can be useful in a number of ways in legal field like translation of documents in other languages, mining of data pertaining to cases for analyses helping decision making; scanning and organizing documents pertaining to a case, it cannot perform higher- 'level tasks such as sharp' decision making, relationship-building with valuable clients and writing legal briefs, advising clients, and appearing in court. These are over and above the realm of computerization.

- (i) Make Notes, using Headings, subheadings and abbreviations wherever necessary.
- (ii) Write Summary by giving a suitable title.

NOVEMBER, 2020

Question 7 (b)

Read the Passage:

Whether one runs a large business, or is starting out with a new venture, or works as a corporate professional, chances are that at some point, one would be required to make a business presentation. Whether you are selling a product to a client, sharing your vision with your employees, or looking for new investors for your business, your presentation will always matter.

Making a good business presentation can be intimidating - you want to capture as much information as possible to answer any prospective questions from your audience, yet you want to keep your audience constantly engaged and interested. So, what makes a good presentation?

It is important to connect with your audience with a story. And no, it doesn't mean your presentation needs to be the most exciting work of fiction. Take your audience on a journey. When trying to convince potential investors, make them see the success you are striving for and what it will do for you and for them. To win over your employees with your new staff policy, take them through the journey of why you are introducing a new policy and how does it benefit them. Tell personal stories, give analogies and cite examples. Get your audience emotionally involved and you will be more likely to get them to side with you.

You want to keep your audience engaged at all times. Do not overwhelm them with a lot of

information. Settle on three to five key messages that you want them to absorb and stick with them. You do not want to include everything. Instead, choose out powerful points that you want to make. It is important to keep your presentation as straightforward and concise as possible.

At the same time, you need to know your content extremely well. While you keep your presentation short and to the point, it is no excuse for you to not have more detailed information regarding the subject of your presentation. It is likely you would need to answer questions from your audience at the end of the presentation. You must review all pertinent information and key facts and figures before your presentation. Not only will it help you answer questions later, but it will also give you more confidence during your presentation, so you refer to your notes less and connect with your audience more.

In the end, a business presentation is about selling ideas. Do your researches well, describe your ideas crisply, weave them into an interesting story and you are more likely to succeed.

- (i) Make notes, using headings, sub - headings and abbreviations whenever necessary.
- (ii) Write Summary.

NOVEMBER, 2019

Question 7 (b)

Read the Passage:

People do not always do the things we want them to do. No matter' how reasonable or minimal our expectations may be, there are times when we are let down. Naturally, we feel upset and hurt when our expectations are not met. We dread confrontations because they are unpleasant and can damage relationships.

Yet not confronting a person does not solve the problem because unresolved issues also affect relationships in an adverse way. Actually, the real problem lies in our style of confrontation, not in the issue.

Typically, we use character-based confrontations. They help in venting our anger and hurt, but that is the only thing they do. They lead to angry show downs and bring all discussions to a grinding halt. It is important to remember that self- image is the most important possession of all human beings.

It is the way we view and regard ourselves in our own eyes and in the eyes of others. As self-conscious beings, we are actually aware of our image and constantly work towards protecting it from any damage.

We also seek approval from others about our own self-image. We feel distraught if we sense that there is even a slight threat to our self image, because our character is the essence of our lives. To ensure a rational dialogue over dashed expectations, we need to deploy issue based confrontations. They involve an explanation of which actions have bothered us, in what manner and what changes we would like from the other person. (2 Marks)

- (i) Make Notes, using Headings, Subheadings and abbreviations whenever necessary. **(3 Marks)**
- (ii) Write summary

MAY, 2019

Question 7 (b)

Read the passage:

In most sectors of the economy, it is the seller who attempts to attract' a potential buyer with various inducements of price, quality and utility and it is the buyer who makes the decision. Where

circumstances permit the buyer no choice because there is effectively only one seller and the product is relatively essential, government usually asserts monopoly and places the industry under price and other regulations. Neither of these conditions prevails in most of the health-care industry;

In the health-care industry, the doctor-patient relationship is the mirror image of the ordinary relationship between producer and consumer. Once an individual has chosen to see a physician and even then, there may be real choice—it is the physician who usually makes all significant purchasing decisions whether the patient should. Return "next Wednesday;" whether X-rays are needed, whether drugs should be prescribed, etc. It is a rare and sophisticated patient who will challenge such professional decisions or raise in advance questions about price, especially when the ailment is regarded as serious.

This is particularly significant in relation to hospital care. The physician must certify the need for hospitalization, determine what procedures will be performed and announce when the patient may be discharged. The patient may be consulted about some of these decisions; but in the main it is the doctor's judgment that are final. Little wonder then that in the eyes of the hospital it is the physician who is the real "consumer." As a consequence, the medical staff represents the "power centre" in hospital policy and decision-making, not the administration;

Although usually there are in this situation four identifiable participants the physician, the hospital, the patient, and the payer the physician makes the essential decisions for all of them. The hospital becomes an extension of the physician; the payer generally meets most of the bill, a bill generated by the physician/hospital; and for the most part the patient plans a passive role. In routine or minor illnesses, or just plain worries, the patient's options are, of course, much greater with respect to use and price. In illnesses that are of some significance, however, such choices tend to evaporate or disappear—"my despair evaporated J. F. Wharton", and it is for these illnesses that the bulk of the health-care dollar, is spent. We estimate that about 75-80 percent of health-care expenditures are determined by physicians, not patients; For this reason, economy measures directed at patients or the general public are relatively ineffective. (2 Marks)

- (i) Make Notes, using Headings, Sub headings and abbreviations whenever necessary. (3 Marks)
- (ii) Write Summary,

RTP- NOVEMBER, 2021

Read the following passages carefully.

1. Life began to change in England in the middle of the eighteenth century, when machines began to appear. Driven by waterwheels, James Hargreaves's spinning jenny carded wool or cotton.

Carding means to comb the tangled fibers so that they could be spun into yarn or thread. (Jenny is short for "engine."). Sir Richard Arkwright invented a machine that did the spinning. It twisted wool or cotton into yarn and thread many times faster than the most skilful person with a hand-turned spinning wheel could do it. Edmund Cartwright also helped to found another industry by inventing a rope-making machine. Machines to produce other goods followed at a dizzying rate.

When cloth-making and other crafts were done by hand and depended on human muscle for power, they were done at home. It would have made no sense to have 50 women working at hand-turned spinning wheels under one roof. Dozens of the new machines, however, could be turned by a fast-running river or by a steam engine, which had also been invented in England. Workers, mostly girls and women at first, had to be brought to the riverside factory or mill, with its whirring belts and pulleys. Because they worked 14 or 16 hours a day and walked to work, they could not live too far from the mill. Among its many effects, the Industrial Revolution caused the rapid growth of cities and towns.

The Industrial Revolution made Great Britain the world's richest nation and, in time, the most powerful. The textiles that English mills turned out by the ton were better and cheaper than

handmade cloth. Every country in the world wanted to buy them.

Understandably, the British placed a high value on their machinery. The cloth was for sale, but not the spinning jennies and power looms that made it. In fact, it was illegal for anyone who worked in a textile mill to leave the country, because with them would go their knowledge of the machines.

In 1789, Samuel Slater, a 23-year-old English machinist, heard that American state legislatures had offered large sums of money to machine experts who would defy the British law and come to the United States. He managed to slip out of Great Britain and get to New York. There he announced that he had memorized the plans for an entire spinning factory and was prepared to build one. Moses Brown, a wealthy Quaker merchant, was quicker than anyone else. He wrote to Slater, "If thou canst do this thing, I invite thee to come to Rhode Island and have the credit of introducing cotton-manufacturing into America."

2. The myth of modern man does not do away with the truth that man always remains essentially the same with regard to his moral obligation, his need of redemption and the true sources of happiness. Man, as such, always lacks of some positive good. He always lacks of something required for an adequate adjustment and efficiency. Man is complex and needs many things.

Psychologists speak of different basic needs. Freud said that man wants most of all to be loved. Adler, that he wants most of all to be significant. Jang, that he wants security. A need is the lack of some good. If we consider it in the philosophical sense, good is something that fits to one's nature, either because it is necessary – something which completes or perfects a person. The need may be physiological, psychological, social or religious. The satisfaction of material needs is more of an economic and political problem than the psychological. While it is not always in our power and ability to satisfy the former, much depends upon our efficiency, maturity and inner growth to satisfy, possess and enjoy the latter- psychological, social and religious needs.

Man for the development of his personality needs adequate food, adequate housing, adequate rest and recreation, economic autonomy and security and physical health. These are basic necessities without which we can hardly say that man lives a human life and their satisfaction is a matter of daily concern to each of us. Failure to satisfy some of the material needs may affect our health – bodily and mental, even result in death. Of course, the solution to many of these problems depends also on man's mental moral and spiritual outlook.

Many people are unaware of the emotions that might be responsible for their inefficiency. They frequently have emotions of a wrong variety because the basic psychological needs are neglected. Psychological needs are many and diverse. Generally they are numbered up to 13, but they can be reduced to six basic needs.

Perhaps they are more important than material needs for the proper adjustment and efficiency of a person. Failure to satisfy any of these needs may disturb mental health and affect efficiency both at home and at work.

Man is an animal both social and cooperating. He does not live and play alone. He needs the family, the group and society. He depends on his fellowmen if he is to survive. Cooperation enables him to become a specialist and to do his work well. In this specialisation he finds a sense of accomplishment and fulfilment. Man's efficiency depends on his relationship with his fellowman, on his communion with another person, which leads him to experience him as another self, and therefore makes him willing to protect him, perfect him, develop him and make him become something.

- (i) Make notes, using headings, sub- headings and using abbreviations wherever necessary.
- (ii) Write summary

RTP- MAY, 2021

Read the following passages and Prepare notes with appropriate abbreviations wherever necessary.

Write summary

Passage-1

There is nothing more frustrating than when you sit down at your table to study with the most sincere of intentions and instead of being able to finish the task at hand, you find your thoughts wandering. However, there are certain techniques that you can use to enhance your concentration. "Your concentration level depends on a number of factors," says Samuel Ghosh, a social counsellor. "In order to develop your concentration span, it is necessary to examine various 2 facets of your physical and internal environment," she adds.

To begin with one should attempt to create the physical environment that is conducive to focussed thought. Whether it is the radio, TV or your noisy neighbours, identify the factors that make it difficult for you to focus. For instance, if you live in a very noisy neighbourhood, you could try to plan your study hours in an ear by library.

She disagrees with the notion that people can concentrate or study in an environment with distractions like a loud television, blaring music etc. "If you are distracted when you are attempting to focus, your attention and retention powers do not work at optimum levels," cautions Ghosh. "Not more than two of your senses should be activated at the same time," she adds. What that means is that music that sets your feet tapping is not the ideal accompaniment to your books.

Also do not place your study table or desk in front of a window. "While there is no cure for a mind that wants to wander, one should try and provide as little stimulus as possible. Looking out of a window when you are trying to concentrate will invariably send your mind on a tangent," says Ghosh.

The second important thing, she says, is to establish goals for oneself instead of setting a general target and then trying to accomplish what you can in a haphazard fashion. It is very important to decide what you have to finish in a given span of time. The human mind recognizes fixed goals and targets and appreciates schedules more than random thoughts.

Once your thoughts and goals are in line, a focussed system will follow.

She recommends that you divide your schedule into study and recreation hours. When you study, choose a mix of subjects that you enjoy and dislike and save the former for the last so that you have something to look forward to. For instance, if you enjoy verbal skill tests more than mathematical problems, then finish Maths first. Not only will you find yourself working harder, you will have a sense of achievement when you windup.

Try not to sit for more than 40 minutes at a stretch. Take a very short break to make a cup of tea or listen to a song and sit down again. Under no circumstances, should one sit for more than one and a half hours. Short breaks build your concentration and refresh your mind. However, be careful not to over do there laxation. It may have undesired effects.

More than anything else, do not get disheartened. Concentration is merely a matter of disciplining the mind. It comes with practice and patience and does not take very long to become a habit for life.

Passage-2

Research has shown that the human mind can process words at the rate of about 500 per minute, whereas a speaker speaks at the rate of about 150 words a minute. The difference between the two at 350 is quite large.

So a speaker must make every effort to retain the attention of the audience and the listener should also be careful not to let his mind wander. Good communication calls for good listening skills. A good speaker must necessarily be a good listener.

Listening starts with hearing but goes beyond. Hearing, in other words is necessary but is not a

sufficient condition for listening. Listening involves a ring with attention. Listening is a process that calls for concentration. While, listening, one should also be observant. In other words, listening has to do with the ears, as well as with the eyes and the mind. Listening is to be understood as the total process that involves hearing with attention, being observant and making interpretations. Good communication is essentially an interactive process. It calls for participation and involvement. It is quite often a dialogue rather than a monologue. It is necessary to be interested and also show or make it abundantly clear that one is interested in knowing what the other person has to say.

Good listening is an art that can be cultivated. It relates to skills that can be developed. A good listener knows the art of getting much more than what the speaker is trying to convey. He knows how to prompt, persuade but not to cutoff or interrupt what the other person has to say. At times the speaker may or may not be coherent, articulate and well organised in his thoughts and expressions. He may have it in his mind and yet he may fail to marshal the right words while communicating his thought.

Nevertheless, a good listener puts him at ease, helps him articulate and facilitates him to get across the message that he wants to convey. For listening to be effective, it is also necessary that barriers to listening are removed. Such barriers can be both physical and psychological. Physical barriers generally relate to hindrances to proper hearing where as psychological barriers are more fundamental and relate to the interpretation and evaluation of the speaker and the message.

Passage-3

The Great Wall of China was built to link existing fortifications into a united defence system and better keep invading Mongol tribes out of China. It is the largest man-made monument ever to have been built and it is said that it is the only one visible from space. Many thousands of people must have given their lives to build this huge construction.

The Great Wall of China is a series of towers made of stone, brick, earth, wood and other materials, generally built along an east-to-west line across the historical northern borders of China to protect the Chinese states and empires against the raids and invasions of the various nomadic groups of the Eurasian Steppe. Several walls were being built as early as the 7th century BCE; these, later joined together and made bigger and stronger, are now collectively referred to as the Great Wall. Especially famous is the wall built (220-206 BCE) by Qin Shi Huang, the first Emperor of China. Little of that wall remains. Since then, the Great Wall has on and off been rebuilt, maintained and enhanced; the majority of the existing wall is from the Ming Dynasty (1368-1644).

Other purposes of the Great Wall have included border controls, allowing the imposition of duties on goods transported along the Silk Road, regulation or encouragement of trade and the control of immigration and emigration. Further more, the defensive characteristics of the Great Wall were enhanced by the construction of watch towers, troop barracks, garrison stations, signalling capabilities through the means of smoke or fire and the fact that the path of the Great Wall also served as a transportation corridor.

The Great Wall stretches from Dandong in the east to Lop Lake in the west, along an arc that roughly delineates the southern edge of Inner Mongolia. A comprehensive archaeological survey, using advanced technologies, has concluded that the Ming walls measure 8,850 km. This is made up of 6,259 km sections of actual wall, 359 km of trenches and 2,232 km of natural defensive barriers such as hills and rivers. Another archaeological survey found that the entire wall with all of its branches measures out to be 21,196 km.

King Zheng of Qin conquered the last of his opponents and unified China as the First Emperor of the Qin dynasty ("Qin Shi Huang") in 221 BCE. Intending to impose centralized rule and prevent the resurgence of feudal lords, he ordered the destruction of some sections of the walls, however, he ordered a building of new walls to connect the remaining fortifications along the empire's northern frontier. Transporting a large number of materials required for construction was difficult, so builders always tried to use local resources. Stones from the mountains were used over mountain ranges, while earth was used for construction in the plains. The Great Wall concept was revived under the Ming dynasty in the 14th century, to gain a clear upper hand over the Mongolian tribes.

For the following passages 1 and 2:

Prepare notes with headings, sub-headings and abbreviations/contractions wherever necessary.

Write a summary.

Passage-1

Diabetes Mellitus (DM), commonly referred to as diabetes, is a group of metabolic disorders in which there are high blood sugar levels over a prolonged period. There are three main types of diabetes mellitus. Type - 1 Diabetes — the body does not produce enough Insulin. Approximately 10% of all diabetes cases are type 1. Type 2 Diabetes - begins with insulin resistance, a condition in which cells fail to respond to Insulin properly. As the disease progresses a lack of Insulin may also develop. Approximately 90% of all cases of diabetes world wide are of this type. Gestational Diabetes— this occurs when pregnant women without a previous history of diabetes develop high blood sugar levels.

Sometimes a person finds that he has been going to the bathroom to urinate more often. When there is too much glucose(sugar)in your blood one will urinate more often. If a person's Insulin is ineffective, or not there at all, his kidneys cannot filter the glucose back into blood. The kidneys will take water from his blood in order to dilute the glucose, which in turn fills up your bladder.

If you are urinating more than usual, you will need to replace that lost liquid. You will be drinking more than usual. As the Insulin in your blood is not working properly, or is not there at all, and your cells are not getting their energy, your body may react by trying to find more energy— food. You will become hungry. This in turn will result in weight gain.

Unusual weight loss is found in some cases of type-1 diabetes. As your body is not making Insulin it will seek out another energy source (the cells aren't getting glucose). Muscle tissue will be broken down for energy. If your Insulin is not working properly or not there at all, glucose will not be entering into your cells and providing them with energy. This will make you feel tired and listless.

Blurred vision can be caused due to tissue being pulled from your eye lenses. This affects your eyes' ability to focus. With proper treatment, this can be treated. There are severe cases where blindness or pro longed vision problems can occur.

Passage-2

People do not always do the things we want them to do. No matter how reasonable or minimal our expectations may be, there are times when we are let down. Naturally, we feel upset and hurt when our expectations are not met. We dread confrontations because they are unpleasant and can damage relationships.

Yet not confronting a person does not solve the problem because unresolved issues also affect relationships in an adverse way. Actually, the real problem lies in our style of confrontation, not in the issue.

Typically, we use character-based confrontations. They help in venting our anger and hurt, but that is the only thing they do. They lead to angry show downs and bring all discussions to a grinding halt. It is important to remember that self-image is the most important possession of all human beings.

It is the way we view and regard ourselves in our own eyes and in the eyes of others. As self – conscious beings, we are actually aware of our image and constantly work towards protecting it from any damage.

We also seek approval from others about our own self-image. We feel distraught if we sense that there is even a slight threat to our self-image, because our character is the essence of our lives. To ensure a rational dialogue over dashed expectations, we need to deploy issued based confrontations. They involve an explanation of which actions have both erodus, in what manner and what changes we would like from the other person.

RTP- MAY, 2020

Read the following passage/news story and make proper notes following the guide lines of Note making. (Source: internet/news paper article)

Money is the centre of every economic transaction and plays a significant role in all economies. It refers to assets which are commonly used and accepted as a means of payments or a same diumor exchange or of transferring purchasing power. For policy purposes, money may be defined as the set of liquid financial assets, the variation in the stock of which will have impact on aggregate economic activity. Money has generalised purchasing power and is generally acceptable in settlement of all transactions and in discharge of other kinds of business obligations including future payments. Anything that would act a same diumor of exchange is not necessarily money. For example, a bill of exchange may also be a medium of exchange, but it is not money since it is not generally accepted as a means of payment. Money is totally liquid asset as it can be used directly, instantly, conveniently and without any costs or restrictions to make payments. At the fundamental level, money provides us with a convenient means to access goods and services.

As we know, money performs many functions in an economy. As such as, money is a convenient medium of exchange or it is an instrument that facilitates easy exchange of goods and services. Money, though not having any inherent power to directly satisfy human wants, by acting a same diumor of exchange, it commands purchasing power and its possession enables us to purchase goods and services to satisfy our wants. It is an explicitly defined unit of value or unit of account because money is a 'common measure of value' or 'common dominator of value' or money functions as a numeraire. We know, Rupee is the unit of account in India in which the entire money is dominated.

The monetary unit is the unit of measurement in terms of which the value of all goods and services is measured and expressed. Money serves as a unit of standard of deferred of payment i.e., money facilitates recording of deferred promises to pay. Money is the unit in terms of which future payments are contracted or stated. However, variations in the purchasing power of money due to inflation or deflation, reduce the efficacy of money in this function.

So, we can say, money also functions as a permanent store of value. There are many other assets government bonds, despite of other securities, land, houses, etc. which also store value. Despite having the advantages of potential income yield and appreciation in value overtime, these other assets are subject to limitations such as storage costs, lack of liquidity and possibility of depreciation in value. The effectiveness of an asset as a store of value depends on the degree and certainty with which the asset maintains its value over time. Hence, in order to serve as a permanent store of value in the economy, the purchasing power or the value of money should either remain stable or should monotonically rise overtime.

Or

Note making (2)

The meaning of the term ultra vires is simply "beyond (their) powers." The legal phrase "ultra vires" is applicable only to acts done in excess of the legal powers of the doers. The pre supposes that the powers in their nature are limited.

It is a fundamental rule of a Company Law that the objects of a company as stated in its memorandum can be departed from only to the extent permitted by the act, thus far and no further. In consequence, any act done, or a contract made by the company which travels beyond the powers not only of the directors but also of the company is wholly void and in operative in law and is therefore not binding on the company. On this account, a company can be restrained from employing its fund for purposes other than those sanctioned by the memorandum. Likewise, it can be restrained from carrying on a trade different from the one it is authorized to carry on.

The impact of the doctrine of ultra vires is that a company can neither be sued on an ultra vires transaction, nor can it sue on it. Since the memorandum is a "public document", it is open to public inspection. Therefore, when one deals with a company one is deemed to know about the powers of the

company. If in spite of this you enter into a transaction which is ultra vires the company, you cannot enforce it against the company.

If you have supplied goods or performed service on such a contract or lent money, you cannot obtain payment or recover the money rent. But if the money advanced to the company has not been expended, the lender may stop the company from parting with it by means of an injunction; this is because the company does not become the owner of the money, which is ultra vires the company. As the lender remains the owner, he can take back the property in specie. If the ultra vires loan has been utilised in meeting lawful debt of the company, then the lender steps into the shoes of the debtor paid off and consequently he would be entitled to recover his loan to that extent from the company.

An act which is ultra vires the company being void, cannot be ratified by the shareholders of the company. Sometimes, act which is ultra vires can be regularised by ratifying it subsequently. For instance, if the act is ultra vires the power of the directors, the shareholders can ratify it; if it is vires the articles of the company, the company can alter the articles; if the act is with in the power of the company but is done irregularly, shareholder can validate it.

MTP – MAY 2021 (SERIES 1)

Read the passage given below.

- (i) Make notes, using headings, sub-headings, and abbreviations wherever necessary. (3 Marks)
- (ii) Write summary. (2 Marks)

Silk is the most elegant textile in the world with unparalleled grandeur, natural sheen, and inherent affinity for dyes, high absorbance, lightweight, soft touch and high durability and known as the “Queen of Textiles” the world over. On the other hand, it stands for livelihood opportunity for millions owing to high employment oriented, low capital intensive and remunerative nature of its production. The very nature of this industry with its rural based on- farm and off-farm activities and enormous employment generation potential has attracted the attention of the planners and policy makers to recognize the industry among one of the most appropriate avenues for socio-economic development of a largely agrarian economy like India.

Silk has been intermingled with the life and culture of the Indians. India has a rich and complex history in silk production and its silk trade dates back to 15th century. Sericulture industry provides employment to approximately 8.25 million persons in rural and semi-urban areas in India during 2015-16. Of these, a sizeable number of workers belongs to the economically weaker sections of society, including women. India’s traditional and culture bound domestic market and an amazing diversity of silk garments that reflect geographic specificity have helped the country to achieve a leading position in silk industry.

Silk production in India has the unique distinction of being the only country producing all the five known commercial silks, namely, mulberry, tropical tasar, oak tasar, eri and muga, of which muga with its golden yellow glitter is unique and prerogative of India. Mulberry sericulture is mainly practised in states namely, Karnataka, Andhra Pradesh, Assam and Bodoland, West Bengal.

Jharkhand and Tamil Nadu are major silk producing states in the country. North East has the unique distinction of being the only region producing four varieties of silk viz., Mulberry, Oak Tasar, Muga and Eri. Overall NE region contributes 18% of India's total silk production. India is the second largest producer of silk in the world. Among the four varieties of silk produced in 2015-16, Mulberry accounts for 71.8% (20,434 MT), Tasar 9.9% (2,818 MT), Eri 17.8% (5,054 MT) and Muga 0.6% (166 MT) of the total raw silk production of 28,472 MT. The demand for superior quality bivoltine silk is increasing in India for domestic consumption as well as value added silk products for the export market.

COMMUNICATION

JULY 2021

Question 1

Physical barriers are a result of our surroundings. Discuss.

Answer

Physical barriers are caused due to obstructions/factors in the immediate environment or surroundings, often leading to problems in transmission of message. These factors are noise, technical disturbances, outdated equipment, distant locations, office doors, separate areas for people, large office spaces, old technologies and lack of appropriate infrastructure.

Question 2

Distinguish between General English and Business English.

OR

Focus and Attention is an important characteristic of effective communication. Explain.

Answer

The approach of General English leans more on the basic, conversational, day-to-day use of words that are colloquial in nature usually used in informal settings. Whereas Business English is specifically used in formal settings like work places or offices for business communication. It entails the usage of specific vocabulary, tonality and language constructs that are complex in nature.

OR

Everyday work environment has multiple activities going on simultaneously that disturb our focus and attention. The ringing of a phone, an incoming email, or a number of tasks that require immediate attention. Apart from routine work, anxiety related to work, emotional distress etc. can also cause distractions. These are detrimental to the communication process with an individual or a group of people. Due to these distractions/disturbances, important points or subtle cues are either ignored or completely missed. In order to interpret the message correctly, being focused and attentive is important for effective communication.

Question 3

Write essentials of oral communication.

Answer

Essentials of oral communication are:

- (a) **Pronunciation** when wrong or unclear can lead to lack of clarity and miscommunication.
- (b) **Listening & conversation:** The tonality, accent and diction convey the emotion, urgency and seriousness of the communication.
- (c) **Spoken grammar:** Using the grammar correctly while speaking helps in correct interpretation of the message.
- (d) **Vocabulary:** Colloquial words should be used; difficult words should be avoided unless the listener is proficient in the language.

Question 4

Define the term communication. When the communication is supposed to be effective?

Answer

Communication is a process of exchanging information, ideas, thoughts, feelings and emotions

through speech, signal, writing, or behaviour. In communication process, a sender (encoder) encodes a message and then using a medium/channel sends it to the receiver (decoder) who decodes the message and after processing in formation sends back appropriate feedback/reply using a medium/channel.

The communication is supposed to be complete or effective only when the listener responds relevantly and appropriately.

NOVEMBER, 2020

Question 8 (a)

Emotional barriers affect communication, discuss. (2 Marks)

Answer

One of the chief barriers to open and free communications is the emotional barrier. Anger, fear of criticism or ridicule, mistrust of person, suspicion of intentions, jealousy, anxiety and many more feelings and sentiments we carry within us, affect our communication ability and quality. A person who is upset and disturbed cannot pass on or receive information appropriately and objectively. His/her emotions will colour his perception and assessment of the communication.

Question 9 (a)

(i) Define circuit and star network under network in communication. (2 Marks)

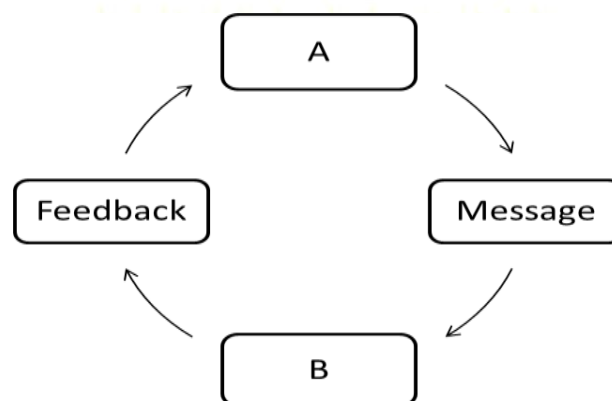
OR

(ii) Discuss the term "physical non-verbal communication" In communication. (2 Marks)

Answer

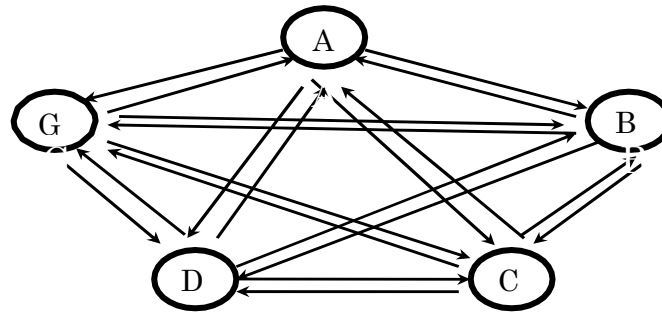
Circuit Network:

When two persons communicate with each other sending messages and feedbacks, they form a communication circuit. Therefore, it is known as circuit network. The two people interacting can be colleagues placed at the same hierarchical level in the organization.



Star Network:

The star network communication has multiple channels of communication open between all members. This network propagates group communication and is essential where teamwork is involved. The members communicate and is essential where teamwork is involved. The members communicate and exchange information with each other freely, and without hindrance or hesitation.



Star Network

OR

Physical Non-verbal Communication

An individual's body language that is, facial expressions, stances, gestures, touches, and other physical signals constitute this type of communication. For example, leaning forward may mean friendliness, acceptance and interest, while crossing arms can be interpreted a antagonistic or defensive posture.

Research estimates that physical, non-verbal communication accounts for 55 percent of all communication. Smiles, frowns, pursing of lips, clenching of hands etc. transmit motions which are not expressed through verbal communication.

Question 10 (a)

How do organizational structure barriers affect communication? (2 Marks)

Answer

Communication problems occur when the systems, structures and processes in the organization are not clear or have gaps in them. If the chain of command is unclear, a person may not know whom to contact for a particular issue. Inappropriate information transmission systems, lack of supervision, and unclear role and responsibility demarcations lead to confusion and inefficiency.

Question 11 (a)

What do you mean by diagonal communication? (2 Marks)

Answer

Cross-functional communication between employees at different levels of the organizational hierarchy is described as diagonal communication. Diagonal communication is increasingly common in larger organizations. It reduces the chances of distortion or misinterpretation by encouraging direct communication between the relevant parties. For example, a junior engineer reports directly to the General Manager regarding the progress on the project.

NOVEMBER, 2019

Question 8 (a)

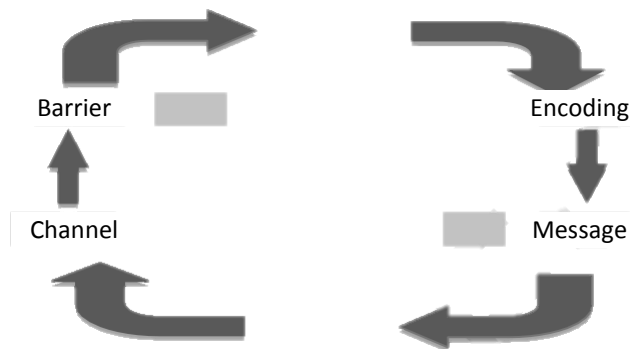
Discuss the process of communication.

Answer

The process of communication entails :

1. The purpose or reason for the communication.
2. The framing of the content of the message
3. The medium used for conveying the message. (For example, internet, written text, speech, pictures, gestures and so on).
4. Transmitting the formulated message.

5. Messages are often misinterpreted due to external disturbances such as noise created by humans, traffic and natural forces. These factors can result in miscommunication.
6. Receiving the message.
7. Deciphering and making sense of the message. decode
8. Interpreting and figuring out what the receiver thinks is the real message.



Question 9 (a)

Discuss the term "Virtual Communication" in communication. (2 Marks)

OR

What do you mean by an "Attitude Barrier"? (2 Marks)

Answer

Visual communication through visual aids such as signs, typography, drawing, graphic design, illustration, color and other electronic resources usually reinforces written communication.

Sometimes, it may replace written communication altogether. Visual communication is powerful medium. It is the reason that the print and audio-visual media makes effective use of visuals to convey their message. Visuals like graphs, pie charts and other diagrammatic presentations convey clearly and concisely a great deal of information. They are an essential part of official presentations these days.

OR

Attitude barriers refer to personal attitudes of employees that can affect communication within the organization. A proactive, motivated worker will facilitate the communication process, whereas a dissatisfied, disgruntled, shy, introvert or lazy employee can delay, hesitate in taking the initiative, or refuse to communicate. Good management, periodic training and regular interaction with staff members can address attitude problems.

Question 10 (a)

Explain how emotional awareness and control helps in communication? (2 Marks)

Answer

Emotions play a major role in our interactions with other people. They are a powerful force that affect our perception of reality regardless of how hard we try to be unbiased. In fact, intense emotions can undermine a person's capacity for rational decision-making, even when the individual is aware of the need to make careful decisions. Emotional awareness is a necessary element of good communication. While interacting with another person or a group, it is important to understand the emotions you and he/ she/ they are bringing to the discussion.

Managing your own and others emotions and communicating keeping in mind the emotional state of others helps in smooth interaction avoiding conflict resulting in successful completion of the communication process.

Question 11 (a)

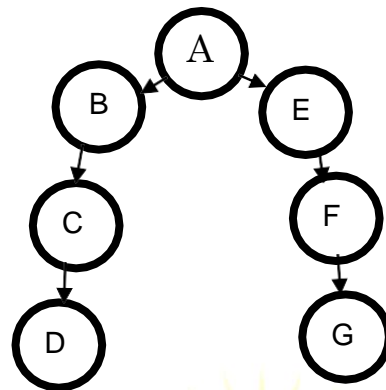
Define the areas where chain network of communication is found in an organization. (2 Marks)

(RTP-NOVEMBER, 2020)

Answer

Communication pattern that follows the chain of command from the senior to the junior is called the chain network. Communication starts at the top, like from a CEO, and works its way down to the different levels of employees. The supervisor/ manager/ CEO gives commands or instructions to those working under him/her in the organization.

B, C, D and E, F, G are the subordinates to A in the organizational hierarchy and receive commands from 'A' as shown in the diagram. The chain network often takes up time, and communication may not be clear.



MAY, 2019

Question 8 (a)

Define Vertical & Chain Network under network in communication? (2 Marks)

Answer

Vertical and Chain Network

Vertical network: The vertical network is a formal network. It is usually between a higher ranking employee and a subordinate. This is a two-way communication in which immediate feedback is possible.

Chain Network: The communication pattern that follows the chain of command from the senior to junior is called the chain network. Communication starts at the top, like from a CEO, and works its way down to the different levels of employees.

Question 9 (a)

Discuss the "Gender Barrier" in communication. (2 Marks)

OR

What do you mean by Informal Communication? (2 Marks)

Answer

Gender barriers may be defined as the communication gap created due to the different ways of inherent mindsets of men and women as given by nature. Men talk in linear, logical and compartmentalized manner whereas the women use both logic and emotion, and are more verbose. This may be cause of communication problem in an office where both men and women work side by side. Men can be held guilty of providing insufficient information, while women may be blamed for providing too much detail.

OR

Informal communication is the casual, friendly and unofficial. It is spontaneous conversation and exchange of information between two or more persons without conforming to the prescribed official rules, processes, systems, formalities, and chain of command. Informal communication is between family, friends, neighbors, members of community and other social relations that are based on common interests, tastes and dispositions. Information can flow from any source in any direction.

Question 10 (a)

"The listener has to be objective, practical and control his emotions" Explain with reference to importance of listening in communication? (2 Marks)

Answer

A good listener does not only listen to the spoken words, but observes carefully the non - verbal cues to understand the complete message. He absorbs the given information, processes it, understands its context and meaning and forms an accurate, reasoned, intelligent response. The listener has to be objective, practical and in control of his emotions. Often the understanding of a listener is coloured by his own emotions judgements, opinions, and reactions to what is being said.

Question 11 (a)

Define the importance of Para language Hi Non Verbal Communication.

Answer

Paralanguage may be defined as the way a person says something. It reveals more than the actual words used, the intent of the message. The voice quality, intonation, pitch, stress, emotion, tone and style of speaking, communicants' approval, interest or the lack of it are depicted through paralanguage. Research estimates that tone of the voice accounts for 38 percent of all communications.



RTP - NOVEMBER 2021

Question 1

What are the different types of Formal Communication?

Answer

Formal communication : Formal communication, both oral and written, follow certain rules, principles and conventions in conveying the message. The hierarchy in the organization has to be followed. Formal format, style and language have to be used. The communication pattern can be vertical, horizontal or diagonal.

- **Vertical:** Information can flow upwards or downwards in the organisation. Data that is collected flows up to the top levels of management for review and decision making while instructions and orders are passed down from the managements/ seniors to the subordinates for implementation.
- **Horizontal:** Horizontal communication that involves communication between two parts of the organisation at the same level. For example, the managers of a project in a company may hold a regular daily, weekly or monthly meeting to discuss the progress of the project.
- **Diagonal:** Cross-functional communication between employees at different levels of the organisational hierarchy is described as diagonal communication. Diagonal communication is increasingly common in larger organisations. It reduces the chances of distortion or misinterpretation by encouraging direct communication between the relevant parties. For example, a junior engineer reports directly to the General Manager regarding the progress on the project.

Question 2

How do cultural barriers affect communication? Discuss.

Answer

Cultural differences between people from various countries, regions tribes and, religions, where words and symbols may be interpreted differently can result in communication barriers and miscommunications.

Multinational companies offer special courses and documents to familiarize their staff with the culture of the country where they are based for work.

RTP - MAY 2021

In an organisation with a wheel and spoke kind of communication network, there is a single authority that issues instructions and orders to all employees. This works well in a small set up with a few employees where there is only a single competent authority taking all decisions.

Whereas in a star communication network there are multiple channels of communication open between all members. The members communicate and exchange information with each other freely, without any hindrance or hesitation. This will work well in a large organisation where there are multiple authorities at different levels managing separate sections/departments.

Question 2

Listening is important for effective Communication. Comment.

Answer

Patient listening is critical for interpreting the message in the right perspective and context. A good listener does not only listen to the spoken words, but observes carefully the nonverbal cues to understand the complete message. He absorbs the given information, processes it, understands its context and meaning and to form an accurate, reasoned, intelligent response.

Question 3

Briefly explain different types of non-verbal communication.

Answer

Nonverbal Communication: Nonverbal communication is the process of communicating by sending and receiving wordless messages. These messages can aid verbal communication, convey thoughts and feelings contrary to the spoken words or express ideas and emotions on their own.

- **Physical nonverbal communication:** An individual's body language that is, facial expressions, stance, gestures, tone of voice, touch, and other physical signals constitute this type of communication. For example, leaning forward may mean friendliness, acceptance and interest, while crossing arms can be interpreted as antagonistic or defensive posture.
- **Paralanguage:** The way you say something, more than the actual words used, reveal the intent of the message, The voice quality, intonation, pitch, stress, emotion, tone, and style of speaking, communicates approval, interest or the lack of it.

Question 1

How do technology barriers affect communication? Explain.

Answer

In the present world, communication modes are primarily technology driven. The communication technology is being constantly upgraded or new formats emerge ever so frequently. Anyone who is not abreast with these struggles to communicate effectively via the medium.

An individual is swamped with huge amount of information every day in the form of emails, texts and social updates. Multitasking is the norm these days. The information overload and trying to accomplish too many things together can result in gaps in communication and miscommunications.

Question 2

Describe the term "paralanguage", a mode of communication.

Answer

Paralanguage refers to the way you say something rather than the actual words used, the voice quality, intonation, pitch, stress, emotion and style of speaking communicates approval, interest or lack of it. Research estimates that tone accounts for 38 percent of communication.

Question 3

Non-verbal is also one of the Broad Categories of Communication? Explain.

Answer

Nonverbal Communication: Nonverbal communication is the process of communicating by sending and receiving wordless messages. These messages can aid verbal communication, convey thoughts and feelings contrary to the spoken words or express ideas and emotions on their own. Some of the functions of nonverbal communication in humans are to complement and illustrate, to reinforce and emphasize, to replace and substitute, to control and regulate, and to contradict the denoted message.

Physical nonverbal communication: An individual's body language that is, facial expressions, stance, gestures, tone of voice, touch, and other physical signals constitute this type of communication. For example, leaning forward may mean friendliness, acceptance and interest, while crossing arms can be interpreted as antagonistic or defensive posture.

Research estimates that physical, non-verbal communication accounts for 55 percent of all communication. Smiles, frowns, pursing of lips, clenching of hands etc. transmit emotions which are not expressed through verbal communication.

Paralanguage: The way you say something, more than the actual words used, reveal the intent of the message. The voice quality, intonation, pitch, stress, emotion, tone, and style of speaking, communicates approval, interest or the lack of it. Research estimates that tone of the voice accounts for 38 percent of all communications.

Aesthetic communication: Art forms such as dancing, painting, sculptor, music are also means of communication. They distinctly convey the ideas and thoughts of the artist.

Appearance: Appearance is usually the first thing noticed about a person. A well dressed and groomed person is presumed to be organised and methodical, whereas a sloppy or shabby person fails to make a favourable impression. Therefore, dressing appropriately in all formal interactions is emphasized.

The dress code in office is generally formal. It constitutes of formal suits, trousers with plain white or light coloured shirts and leather shoes. Bright colours, jeans, T - shirts, especially with slogans and other informal wear are frowned upon. For women formal two- piece trouser or skirt sets or formal ethnic wear like sarees, is permissible.

Symbols such as religious, status, or ego-building symbols.

Question 1

What are the language barriers in communication?

Answer

As we know, lacking language knowledge can create impediment in communication. Language varies individual to individual, place to place, region to region, and country wise. Some words may have different meaning in other language. Even jargon, unfamiliar expressions, and ambiguous words create hurdles in communication. This is fact that no two people speak or write alike. Some people use well-formed words while some of them is used ill-formed words.

Question 2

How non-verbal communication is impactful in communication?

Answer

Non-verbal communication is more impact in communication. Meanwhile, the primary function of language is communication, but we can communicate without language. Some of the functions of nonverbal communication in humans are to complement and illustrate, to reinforce and emphasize, to replace and substitute, to control and regulate, and to contradict the denoted message. These are the following non-verbal cues:

Physical: It includes facial expressions, stance, gestures, tone, distance in communication, time dimension, haptics etc. For example, leaning forward may mean friendliness, acceptance and interest, while crossing arms can be interpreted as antagonistic or defensive posture.

Smiles, frowns, pursing of lips, clenching of hands etc. transmit emotions which are not expressed through verbal communication.

Paralanguage: It contains the how of the sender's voice or the way he/she speaks. In other words, The way we say something, more than the actual words use, reveal the intent of the message, the voice quality, volume, intonation, pitch, stress (e.g., primary stress ' , secondary stress , , long stress : , half long · , extra short) tone (e.g., extra high \$" , high é , mid ē , low è , extra low è , down step ↓ , up step↑) and way of speaking, communicates approval, interest or lack of it. It changes the meaning of words.

For example-

Stress on d- Production become Noun Stress on p- 'Production become Verb

Aesthetic: Art forms such as dancing, paintings, sculptors, music are also means of communication. It conveys the ideas and thoughts of the artist.

Appearance: It is usually the first thing noticed about the person. A well dressed and groomed person is presumed to be organised and methodical, whereas a sloppy or shabby person fails to make a favourable impression.

Hence, through non-verbal communication, we send and responds to thousands of messages daily in personal and work lives.

MTP – MAY 2021(SERIES 1)

Question 2

(a) What do you understand by completeness in communication? (1 Mark)

Answer

A complete communication conveys all facts and information required by the recipient. It keeps in mind the receiver's intellect and attitude and conveys the message accordingly. A complete communication helps in building the company's reputation, aids in better decision making as all relevant and required information is available with the receiver.

Question 3

(a) Define paralanguage. (1 Mark)

Answer

Paralanguage: The way you say something, more than the actual words used, reveal the intent of the message, The voice quality, intonation, pitch, stress, emotion, tone, and style of speaking, communicates approval, interest or the lack of it.

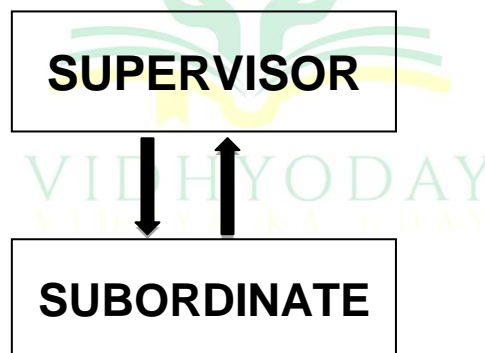
Question 4

(a) Differentiate between vertical and circuit network in communication. (2 Marks)

Answer

Vertical Network:

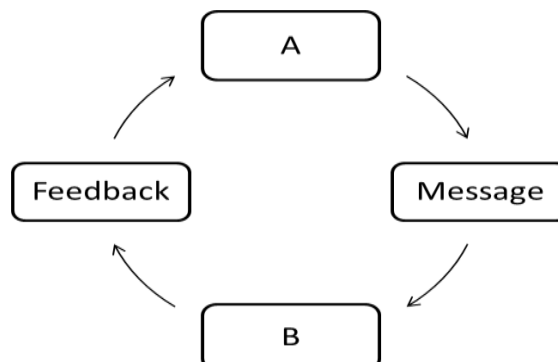
The vertical network is a formal network. It is usually between a higher ranking employee and a subordinate. In this two-way communication, immediate feedback is possible.



Circuit Network:

When two persons communicate with each other sending messages and feedbacks, they form a communication circuit. Therefore it is known as circuit network.

The two people interacting can be colleagues placed at the same hierarchical level in the organisation.



Question 5

(a) Briefly explain emotional, attitude and perception barriers in communication. How can these be overcome? (2 Marks)

Answer

Emotional barriers: Your emotions sometimes affect your communication. Negative such as anger, fear of criticism or ridicule, mistrust, suspicion, jealousy, anxiety play with our minds and affect our communication ability and quality. If we are upset and disturbed, we cannot pass on or receive information appropriately and objectively. Once we overcome our emotions, we can communicate rationally.

Attitude barriers: Our attitudes can affect communication, especially in a formal setup. If we are proactive and self-motivated, we will communicate promptly owning complete responsibility of the repercussions. Whereas, if we are dissatisfied, disgruntled, shy, introvert or lazy in our approach, we will delay, hesitate in taking the initiative, or refuse to communicate. Correcting our attitude can certainly improve our communication.

Perception Barriers: Each one of us perceives the world differently and this causes problems in communicating. The same communication is interpreted differently once our perception about others changes. We can avoid miscommunications and misunderstandings by changing our perception.

MTP – MAY 2021(SERIES 2)

Question 2

(a) What do you understand by coherence in communication? (1 Mark)

Answer

Coherence in writing and speech refers to the logical bridge between words, sentences, and paragraphs. Main ideas and meaning can be difficult for the reader to follow if the writer jumps from one idea to another and uses contradictory words to express himself/herself. The key to coherence is sequentially organised and logically presented information which is easily understood. All content under the topic should be relevant, interconnected and present information in a flow.

Question 3

(a) Name the essential aspects of oral communication. (1 Mark)

Answer

Oral Communication refers to communication through the spoken word, either face-to-face, telephonically, via voice chat, video conferencing or any other medium. Formal medium like lectures, conferences, seminars, meetings and informal conversations, friendly gossips etc. are part of oral communication.

Major aspects of oral communication are: Pronunciation

- (a) Listening & conversation
- (b) Spoken grammar
- (c) Vocabulary

Question 4

(a) What are cultural barriers in communication? How do they impact communication? (2 Marks)

Answer

Cultural barriers: Understanding cultural aspects of communication refers to having knowledge of different cultures in order to communicate effectively with cross culture people.

Understanding various cultures in this era of globalisation is an absolute necessity as most professionals work in a diverse work environment with their team mates come from different countries, cultures and ethnicities. Owing to this, certain gestures, words and symbols may be interpreted differently resulting in communication barriers and miscommunications. Sensitizing employees about cross-cultural acceptance creates cohesive teams that ultimately helps organizations to achieve their objectives/targets.

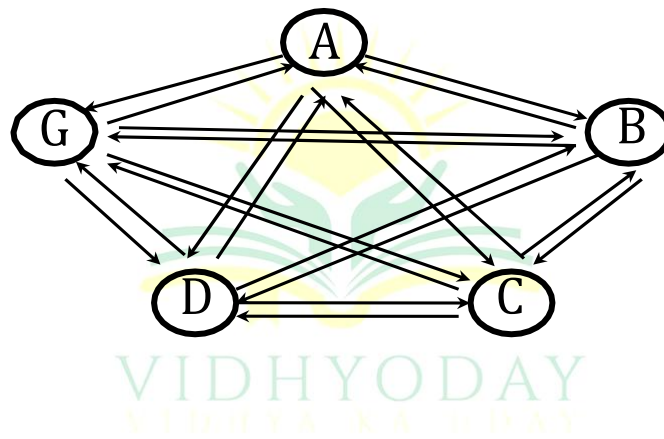
Question 5

(a) What are networks in communication? Briefly explain the star network. (2 Marks)

Answer

A communication network refers to the method and pattern used by members of an organisation to pass on information to other employees in the organisation. Network helps managers create various types of communication flow according to requirement of the task at hand.

The star network communication has multiple channels of communication open between all members. This network propagates group communication and is essential where team work is involved. The members communicate and exchange information with each other freely, and without hindrance or hesitation. It can be adopted in an organization where all entities are at par with respect to decision making. A start-up can be a good example where star network of communication is essentially seen.



SYNONYMS & ANTONYMS

JULY 2021

Question 8(b)

- (i) Choose the word which best expresses the meaning of the given word: ADHERE
- (a) separate
 - (b) split
 - (c) humility
 - (d) fasten
- (ii) Select a suitable antonym for the word given under : CANDID
- (a) deceptive
 - (b) frank
 - (c) sincere'
 - (d) subordinate
- (iii) Choose the word which best expresses the meaning of the given word. FIASCO
- (a) Shock
 - (b) Win
 - (c) Learning
 - (d) Failure

Answer

- (i) Fasten
- (ii) Deceptive
- (iii) Failure

NOVEMBER, 2020

Question 8 (b)

- (i) Choose the word which best expresses the meaning of the given word:
Repulsive
1. Attractive
 2. Normal
 3. Disgusting
 4. Confused (1 Mark)
- (ii) Select a suitable antonym for the word given under:
Gratify
1. Frustrate
 2. Depress
 3. Discourage
 4. Distress (1 Mark)

Answer

- (i) (3) Disgusting
- (ii) (1) Frustrate

Question 9 (b)

- (i) Choose the word which best expresses the meaning of the

Nostalgic

- 1. Sharp
- 2. Painful
- 3. Delighted
- 4. Homesick (1 Mark)

- (ii) Choose the word which best expresses the meaning of the given word:

Economise

- 1. Reduce
- 2. Save
- 3. Minimise
- 4. Accumulate (1 Mark)

Answer

- (i) (4) Homesick
- (ii) (2) Save

Question 11 (b)

- (iv) Choose the word which best expresses the meaning of the given word.

Applaud

- 1. Flatter
- 2. Praise
- 3. Pray
- 4. Request (1 Mark)

Answer

- (2) Praise

NOVEMBER, 2019

Question 8 (b)

- (i) Choose the word which best expresses the meaning of the given word :

Abundant

- 1. Plentiful
- 2. Sufficient
- 3. Enough
- 4. Many

(ii) Select a suitable antonym for the word given under:

Adumbrate

1. Elaborate
2. Summarize
3. Angry
4. Happy

Answer

- (i) (1) Plentiful
 (ii) (1) Elaborate

Question 9 (b)

(i) Choose the word which best expresses the meaning of the given word:

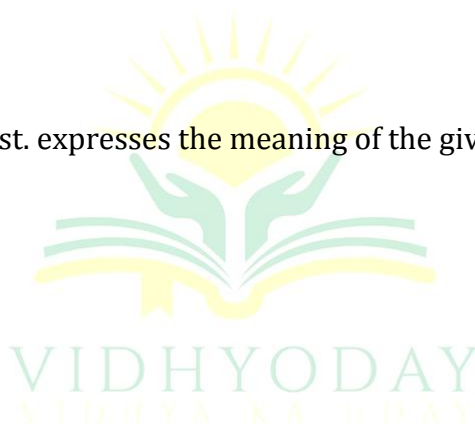
Relevant

1. Related
2. Important
3. Pertinent
4. Common

(ii) Choose the word which best. expresses the meaning of the given word:

Unabashed

1. Not fast
2. Not Finding
3. Not Embarrassed
4. Not Angry



Answer

- (i) (3) Pertinent
 (ii) (3) Not Embarrassed

Question 11 (b)

(iv) Choose the word which best expresses the meaning of the given word.

Myriad

1. Dramatic
2. To Fetch
3. Many
4. Confusion

Answer

- (3) Many

MAY, 2019

Question 8 (b)

(i) Choose the word which best expresses the meaning of the given word :

Crooked

1. Straight
2. Tapering
3. Twisted
4. Circle

(ii) Select a suitable antonym for the word given under:

Predicament

1. Injury
2. Ease
3. Accident
4. Horrifying

Answer

- (i) Crooked=Twisted
 (ii) Predicament = Ease

Question 9 (b)

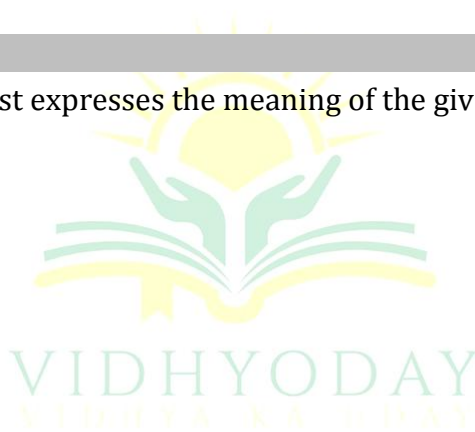
(i) Choose the word which best expresses the meaning of the given word:

Reckless

1. Cautious
2. Clear
3. Careless
4. Fearless

(ii) **Humongous**

1. Minute
2. Huge
3. Hungry
4. Hassel



Answer

- (i) Reckless = Careless
 (ii) Humongous = Huge

Question 11 (b)

(iv) Choose the word which best expresses the meaning of the given word.

Mesmerized

1. Enthrall
2. Gruesome
3. Scary
4. Harmony

Answer

- (iv) Enthrall

RTP - NOVEMBER 2021

1. Select a suitable synonym that best expresses the meaning of the words
 1. Acumen
 - (a) Abundance
 - (b) Bitterness
 - (c) Deficit
 - (d) Quickness of insight
 2. Nascent
 - (a) Initial
 - (b) Unpleasant
 - (c) Latest
 - (d) Crude
 3. Interim
 - (a) Temporary
 - (b) Internal
 - (c) Timely
 - (d) Interval
 4. Perspicacious
 - (a) Bad
 - (b) Clear
 - (c) Hazy
 - (d) Shrewd
 5. Incensed
 - (a) Affected
 - (b) Incited
 - (c) Encouraged
 - (d) Inspired

2. Select a suitable antonym that best expresses the opposite meaning of the words
 1. Anomalous
 - (a) Usual
 - (b) Connected
 - (c) Vicious
 - (d) Capacious
 2. Preposterous
 - (a) Apologetic



- (b) Credible
(c) Conceited
(d) Complacent
3. Puissance
(a) Repudiation
(b) Impotence
(c) Approbation
(d) Ignorance
4. Deleterious
(a) Inclusive
(b) Impulsive
(c) Pathetic
(d) Salubrious
5. Jocose
(a) Diseased
(b) Playful
(c) Dull
(d) Humorous



Ans.1

1. d 2.a 3.a 4.d 5. b

Ans. 2

1. a 2.b 3.b 4.d 5. c

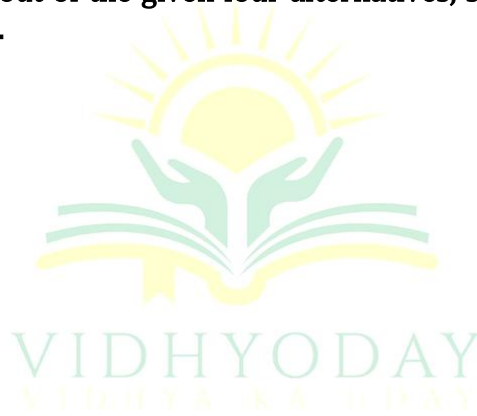
RTP - MAY 2021

1. In the following question, out of the four alternatives, select the one which best expresses the best-meaning of the given word.
1. Abate
(a) Improve
(b) decrease
(c) subvert
(d) sharpen
2. Renounce
(a) Relinquish
(b) withdraw
(c) forgive
(d) punish

3. Altruism
 - (a) Misery
 - (b) indifference
 - (c) veracity
 - (d) generosity
4. Cryptic
 - (a) Spurious
 - (b) obscure
 - (c) imposing
 - (d) superficial
5. Aggrandize
 - (a) Enhance
 - (b) develop
 - (c) captivate
 - (d) flaunt

2. In the following question, out of the given four alternatives, select the one which is opposite in meaning of the given word.

1. Approbate
 - (a) Ingratitude
 - (b) condemn
 - (c) dissatisfaction
 - (d) master
2. Sapient
 - (a) Hunched
 - (b) strong
 - (c) simple
 - (d) simian
3. Impecunious
 - (a) Wealthy
 - (b) cautious
 - (c) hungry
 - (d) tardy
4. Dissuade
 - (a) Encourage
 - (b) intrigue
 - (c) trigger
 - (d) tarnish



5. Squander
- (a) Waste
 - (b) liberate
 - (c) economize
 - (d) presume

RTP – NOVEMBER 2020

1. In the following question, out of the four alternatives, select the one which best expresses the best-meaning of the given word.

1. Valour
- (a) Nervousness
 - (b) Cowardice
 - (c) Fearlessness
 - (d) Energetic

2. Enigmatic
- (a) Respectable
 - (b) Mysterious
 - (c) Widespread
 - (d) Clever

3. Inconclusive
- (a) Conclusive
 - (b) Indecisive
 - (c) Conclusion
 - (d) Decision

4. Consternation
- (a) Alert
 - (b) Celebration
 - (c) Attraction
 - (d) Dismay

5. Ignominy
- (a) Attraction
 - (b) Enmity
 - (c) Assistance
 - (d) Disgrace



2. In the following question, out of the given four alternatives, select the one which is opposite in meaning of the given word.

1. Heckle
 - (a) Embarrass
 - (b) Highlight
 - (c) Cheer
 - (d) Harass

2. Adamant
 - (a) Glittering
 - (b) Unique
 - (c) Unwilling
 - (d) Flexible

3. Lackadaisical
 - (a) Enthusiastic
 - (b) Slothful
 - (c) Enervated
 - (d) apathetic

4. Obscene
 - (a) Indecent
 - (b) Derogatory
 - (c) Offensive
 - (d) Complimentary

5. Obdurate
 - (a) Empathetic
 - (b) Inconsiderate
 - (c) Heedless
 - (d) Virulent



Ans-1

1.	(c)	2.	(b)	3.	(b)	4.	(d)	5.	(d)
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Ans-2

1.	(c)	2.	(d)	3.	(a)	4.	(d)	5.	(a)
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RTP - MAY 2020

A. Select the suitable synonym for the given words.

1. Indispensable
 - (a) Decisive
 - (b) Crunchy
 - (c) Responsible
 - (d) Momentary
2. Hypocrisy
 - (a) Signifier
 - (b) Cant
 - (c) Sauna
 - (d) Gunky
3. Trudge
 - (a) Skip
 - (b) Expel
 - (c) Review
 - (d) Slog
4. Conservatism
 - (a) Behaviourism
 - (b) Cognitivism
 - (c) Toryism
 - (d) Innateness
5. Besmirch
 - (a) Tolley
 - (b) Sully
 - (c) Honour
 - (d) Enhance



B. Select the suitable antonym for the given words.

1. Abstention
 - (a) Orgy
 - (b) Binge
 - (c) Spree
 - (d) Obscure
2. Harmony
 - (a) Hilarious

- (b) Imbroglia
 - (c) Complexity
 - (d) Separation
3. Vague
- (a) Disgrace
 - (b) Distribution
 - (c) Cogent
 - (d) Credit
4. Shoddy
- (a) Careful
 - (b) Poor quality
 - (c) Former
 - (d) Stimulus
5. Pliant
- (a) Ditch
 - (b) Biddable
 - (c) Docile
 - (d) Inflexible

Answer

A. Select the suitable synonym for the given words.

- 1- (a)
- 2- (b)
- 3- (d)
- 4- (c)
- 5- (b)

B. Select the suitable antonym for the given words.

- 1- (c)
- 2- (b)
- 3- (c)
- 4- (a)
- 5- (d)

MTP – MAY 2021(SERIES 1)

2. (B) (i) Choose the word which best expresses the meaning

Wreak

- (a) to twist
- (b) to sweat
- (c) to inflict
- (d) to grasp

(ii) Select a suitable antonym for the word given below.

Profane

- (a) Beautiful
- (b) Sacred
- (c) Glorious
- (d) Insane

Answer

- (i) d (ii) a

3(b) (i) Choose the word which best expresses the meaning of the given word.

Augury

- (a) dispute
- (b) altar
- (c) refuge
- (d) omen

(ii) Select a suitable antonym for the word given below.

Brazen

- (a) shy
- (b) generous
- (c) insolent
- (d) bold

Answer

- (i) d (ii) a

4(b) (i) Select the suitable antonym for the given word:

Bawdy

- (a) dirty
- (b) careless
- (c) decent
- (d) inflexible

Answer

- (i) c

MTP – MAY 2021(SERIES 2)

(i) Choose the word which best expresses the meaning of the given word (1 Mark)

Haggle

- (a) postpone
- (b) accept
- (c) bargain
- (d) reject

(ii) Select a suitable antonym for the word given below. (1 Mark)

Renounce

- (a) Abdicate
- (b) relinquish
- (c) deny
- (d) possess

Answer

(i) c

(ii) b

3(b) (i) Choose the word which best expresses the meaning of the given word.

Largesse

- (a) Hindrance
- (b) kindness
- (c) malevolence
- (d) cruelty

(ii) Select a suitable antonym for the word given below.

Ostentatious

- (a) respectful
- (b) Awkward
- (c) Bankrupt
- (d) Reserved

Answer

(i) b (ii) d

4(b) (i) Select the suitable antonym for the given word:

Proclivity

- (a) Antipathy
- (b) Calm
- (c) Desire
- (d) Dearth

Answer

(i) a

IDIOMS

NOVEMBER, 2020

Question 11 (b)

Select the correct meaning of Idioms/Phrases given below:

- (i) To be a mastermind
1. To be a pioneer
 2. To be an entrepreneur
 3. To be an amateur
 4. To be a villain (1 Marks)
- (ii) At wit's end
1. Impoverished
 2. Drained
 3. Completed
 4. Perplexed (1 Marks)

Answer

- (i) To be a pioneer
- (ii) Perplexed

NOVEMBER 2019

Question 11 (b)

Select the correct meaning of Idioms/Phrases given below:

- (i) Takes Two to Tango
1. Two people are required for dancing
 2. Two people are required for creating mischief.
 3. Two people required to clean floor.
 4. Two people required to help others. (1 Mark)
- (ii) Storm in a teacup
1. Crave for something
 2. Least importance
 3. Emergency situation
 4. Make a big issue out of a small thing. (1 Mark)

MAY 2019

Question 11 (b)

Select the correct meaning of idioms/phrases given below:

- (i) Cry over spilled milk
1. Drain milk
 2. Complain about something that cannot be rectified
 3. Get into altercation with someone
 4. Misbehave with someone (1 Mark)
- (ii) Judge a book by its cover.
1. Reading a book
 2. To detect a fraud
 3. Rely on outward appearances
 4. To be intimidated by appearances · (1 Mark)

Answer

- (i) Complain about something that cannot be rectified.
- (ii) Rely on outward appearances.

RTP – NOVEMBER 2021

3. Choose the option that best expresses the meaning of each of these idioms

1. With open arms
 - (a) Warmly
 - (b) Cold blooded
 - (c) Resemble
 - (d) Coldly
2. By leaps and bounds
 - (a) very slow
 - (b) very fast
 - (c) in details
 - (d) aimlessly
3. Lions share
 - (a) look angrily
 - (b) major part
 - (c) lions food
 - (d) heart of the pray

4. To cry wolf
- (a) To refer to
 - (b) To emphasize
 - (c) To have no result
 - (d) To give false alarm
5. A turn coat
- (a) One who changes one's opinion or party
 - (b) A wet coat
 - (c) A poor man
 - (d) Man of principal

Answer

1.	a	2.	b	3.	b	4.	d	5.	a
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RTP – MAY 2021

Read the following sentences and choose the meanings of highlighted idioms from the 4 options given with each sentence.

1. The chairman pulled a long face when the house did not accept the suggestions put forth by them.
 - (a) To look disappointed
 - (b) To get annoyed
 - (c) To be agitated
 - (d) To make a quarrel.

2. Due his bad habit of borrowing money from others, he will be in the mire one day.
 - (a) to be punished
 - (b) To be imprisoned
 - (c) To be insulted
 - (d) to be in trouble.

3. The chairman of the corporation plays a second fiddle to the minister.
 - (a) To extend a helping hand
 - (b) To play a secondary role.
 - (c) To be guiding person.
 - (d) To be facilitator.

4. He had to go through the motion of starting with this new project as he was least interested to take up it.
 - (a) To complete quickly.
 - (b) To do a work without enthusiasm
 - (c) To do without any interest.
 - (d) To work at a slow speed.

5. A fair weather friend always tries to fish in troubled waters of his friends and benefactors.
- (a) To borrow money
 - (b) To steal belongings of
 - (c) To get benefit in bad situation.
 - (d) To extend a helping hand.

Answer

1.	a	2.	d	3.	b	4.	b	5.	c
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MTP – MAY 2021(SERIES 1)

- (i) Select the correct meaning of the idioms/phrases given below. (1 Mark)

1. Go to the dogs
 - (a) very fast
 - (b) aimless
 - (c) become angry
 - (d) become disordered
2. Out of the woods
 - (a) After a long time
 - (b) no longer in danger
 - (c) out in open
 - (d) out of the dark



Answer

- (i) d
- (ii) b

MTP – MAY 2021(SERIES 2)

- (i) Select the correct meaning of the idioms/phrases given below. put a spoke in the wheel.
- (a) tried to cause an accident
 - (b) helped in the execution of the plan
 - (c) thwarted the execution of the plan
 - (d) destroyed the plan(1 Mark)
- (ii) Play to the gallery
- (a) Advertise
 - (b) Attempt to appeal to popular opinion
 - (c) Cater to the public taste
 - (d) Attempt to appeal to popular opinion
 - (e) Depend on public for approval

Answer

- (i) c
- (ii) b

PRECIS WRITING

JULY 2021

Question

Write a precis and give an appropriate title to the passage given below :

Naval architects never claim that a ship is unsinkable, but the sinking of the passenger- and- car ferry Estonia in the Baltic surely should have never happened. It was well designed and carefully maintained. It carried the proper number of lifeboats. It had been thoroughly inspected on the day of the voyage. Yet, hours later, the Estonia rolled over and sank in the cold, stormy night. It went down so quickly that most of those on board, caught in the dark, flooding cabins had no chance to save themselves: Of those who managed to scramble overboard, only 139 survived. The rest died of hypothermia before the rescuers could pluck them from the cold sea. The final death toll amounted to 912 Souls. However, there were an unpleasant number of questions about why Estonia sank and why so many survivors were men in the prime of life, while most of the dead were woman, children and the elderly.

Answer

Sinking of Estonia/ The Deadly Voyage

The passenger-and-car ferry Estonia sank in the Baltic. Despite being well designed, carrying enough lifeboats and being duly inspected on the fateful day of the voyage, it went down quickly in the cold and stormy night. Only 139 people largely men in the prime of their life survived, while 912 people majority being women, children and the elderly died of hypothermia.

NOVEMBER, 2020

Question 8 (c)

Write a precis and give appropriate title to the passage given below:

Gratitude implies thankfulness or an appreciation of benefits conferred together with a desire, when practicable, to return those benefits. It should be distinguished from thanks, which is too often a matter of words and not accompanied by a feeling of thankfulness or by those actions which indicate a grateful mind. The grateful man feels joy at the kindness of his benefactor and cultivates a respect that is akin to love.

In almost all the relations of ordinary life the feelings of gratitude should be aroused. The child owes thanks to his parents for food, clothes, education and tender care; the scholar to his teachers for the training of his intelligence; personal friends to one another for mutual services.

The frequent use of the phrase, "Thank you," though often not more than a polite convention, nevertheless shows the universal belief in the necessity for cultivating a grateful attitude towards those who do something for us, however small that service be. As Citizens, there are few who have no cause to be grateful. Great generals who have given devoted service gratuitously, statesmen, poets and philosophers, all those who have stood for right, justice and freedom of thought, have conferred inestimable benefits upon their countrymen.

When deeds are impossible, the expression of thanks is the best that can be done. The inscriptions on the tombs and monuments erected by a nation to its great men are an expression of thanks in words. As for deeds, an old story will serve as an excellent illustration. An old man was found planting fruit trees by a friend who came to him and said, "Why do you plant trees, the fruit of which I enjoy. I now plant trees that those who come after may enjoy fruit." '

In conclusion, no good man wishes to give pain, especially to those who have done him good. The ungrateful man hurts the feelings of his benefactor and cannot, therefore, be a good man. (5 Marks)

Answer

Precis

Title: Attitude of Gratitude

Gratitude means being genuinely thankful or showing heartfelt appreciation for those who have helped you in need and readiness to reciprocate the kindness. Conventionally, 'Thank You' is used frequently to show politeness. Yet a grateful attitude should be cultivated towards those who do even a small service for us. There are many army Generals, statesmen, poets and philosophers who have selflessly contributed their services. As a token of gratitude, monuments and inscriptions are erected to commemorate their service. Practically, one can plant trees so that the later generations can enjoy the benefits. A conscientious individual would always wish well for everyone without any expectations.

NOTE: Precis should be one third of the given text.

NOVEMBER, 2019

Question 8 (c)

Write a precis and give appropriate title to the passage given below:

DNA degrades quickly after an animal dies, so researchers once believed it impossible to find ancient genetic material. The search for primeval vestiges of DNA took off in the late 1980s after the development of a technique called polymerase chain reaction (PCR), which copies minute quantities of DNA. Armed with PCR, scientists could look for tiny fragments of DNA that might have weathered the millennia unharmed.

In recent years, researchers have isolated DNA from 20-million-year-old magnolia leaves and extracted DNA from a 135-million-year-old weevil found in amber. Recently, a team extracts DNA from bone dating back millions of years for the first time. In the frenzied hunt for ancient DNA, microbiologist Scott R. Woodward may have bagged the biggest quarry. Drawing on lessons learned while growing up among the fossil-rich rocks of eastern Utah, Woodward and his team became the first people to find genetic material belonging to a dinosaur.

Woodward, whose grandfather was a coal miner, knew that mines in the area often contained dinosaur traces. After six months of looking Woodward pulled two bone fragments from a Cretaceous silt stone layer directly atop a coal seam. Impeded by an unstable mine roof Woodward's team could not recover any more bone samples.

The siltstone apparently inhibited fossilization and preserved much of the original cell structure in the bone. Researchers isolated strands of DNA from both fragments and used-PCR to copy a segment that codes for a protein called cytochrome b. Once they had made many copies, they could determine the DNA sequence.

Throughout their work, the biologists took precautions to avoid contaminating the samples with modern DNA or ancient material found within the coal. According to Woodward, circumstantial evidence indicates that the bone fragments belong to one or two species of dinosaurs. Dinosaur tracks are abundant in this coal formation, and the bones visible in the mine were larger than those of a crocodile the biggest non-dinosaur known in these rocks. (5 Marks)

Answer

Précis'

Exploring ancient DNA: Innovations and Findings

Contrary to their earlier belief, in the late 1980s, scientists/researchers could search for remnants of DNA that existed in the primitive era/times after the development of the PCR technique (Polymerase Chain Reaction) that could copy minute quantities of DNA.

More recently, researchers have isolated DNA from 20-million-year-old magnolia leaves and successfully extracted DNA from a 135-million-year-old weevil found in amber.

Microbiologist Scoot

R. Woodward with his team were the first to find genetic material belonging to a dinosaur. He pulled two bone fragments from a Cretaceous siltstone layer from the top of a coal seam from which researchers isolated strands of DNA and used PCR to copy a segment that codes for a

protein called Cytochrome b. DNA sequence was determined from the copies. Due care was taken to avoid contamination of samples with modern DNA. Evidence indicated that the samples found belonged to one or two dinosaur species.

MAY 2019

Question 8 (c)

Write a précis and give appropriate title to the passage given below:

India has witnessed great expansion of educational opportunities since the attainment of independence. However, the disabled children have not yet benefited in any substantial manner from the growth in educational facilities.

Education of handicapped children, ultimately become more dependent and non productive. It is therefore believed that scarce national resources should not be wasted on them. Further, it has been our misconceived notion that the education of handicapped children requires highly specialized people and as such, it must essentially be very costly. Maybe, precisely for these wrong notions we have not been able to involve clinical and educational specialization programmers of training and education exclusively 'meant 'for handicapped children. It is encouraging to note that the new National Policy on Education has recommended the placement of such children in Regular schools so as to provide them integrated education along with normal students. The integrated education will take care of the different needs of various categories arid types of disabled children. The objective is to place the disabled children in ordinary schools for imparting education in the help of special teachers, aids and other resources. For fulfilling this objective an array, of the necessary infrastructure by way of training of teachers, provision of equipment and book etc. are some of the basic pre-requisition. Hopefully, the parents and their handicapped children will be greatly relieved when the latter are transferred to regular schools. (5 Marks)

Answer

Précis

Education for handicapped children

Education opportunities for handicapped children are sparse as compared to the normal children. Expenditure on their education is treated as a wastage and rather non- productive. The view that education for handicapped requires higher costs and specialized people has led to discouragement towards development of measures towards the same. The National Education Policy recommends integrating the education for handicapped with the normal children with the help of specialized teachers and other aids. Training of teachers and necessary infrastructure shall help the handicapped children and shall relieve their parents regarding worries about their education.

Question

Write précis and give appropriate titles for the passages given below.

Retailers are generally inclined to saying that the only thing that matters most is the location. No doubt it is a traditional view that real estate plays a vital role and good location does give a good launch. While more and more talented people today have taken on the reins to deliver growth across organisations, a key enabler has been the real estate space that we have at our disposal.

It is a fact that our organization does not own most of the real estate spaces that we operate on. We have a clear, strong and vibrant model of establishing shopping malls based on renting them out from developers and real estate owners on long-term contracts. While during the initial years of our business, there were hardly any shopping malls in the country, the scenario is clearly quite different today. It is a fact that a lot of business organizations and critics were not convinced about the latent potential of modern retail in the country even till a few years back.

But we were optimistic, well planned and super energetic and were ready to place a bet on the future based on our direct experience of the growing consumerism in the country. Anyhow we booked a substantial amount of retail space.

Rising real estate costs, especially in the metros, seem to be the single biggest impediment to the growth of this sector now. On the one hand, consumers have a lower disposable income to spend on shopping, since a large chunk of their income goes into servicing mortgages and home loans. On the other hand, high real estate prices increase cost should be less than five percent of the total sales of a store in order to provide maximum benefit to customers. At the current rates, it can be as high as fifteen to twenty percent.

Fortunately, we do not pay such high rents because we secured our spaces much before other retailers joined in and before the prices shot through the roof. This foresight is now helping us deliver more value at a reasonable cost to our customers.

Though our study in the field we were convinced that a retailer doesn't need to choose the most posh part of a city in order to be a successful. We are in the opinion to look at the future potential of a locality rather than the current profile. When it comes to choosing the right location we mostly bank on a lot of soft data and general observations. We visit neighbouring markets attempt to understand the kind of products that are accessible at the nearest shops, speak to individuals in that particular zone and try to perceive their shopping pattern. It has come to our experience that often extremely unconventional tools have proved to be the best way to judge the potential of a particular city or locality, rather the catchment analyses or consultant reports.

India has progressed in leaps and bound in the nineties. The country has not only attempted sustained efforts to improve equity but attained the second highest rate of economic development globally also. There are numerous indications of uplifting trends in the deepening of Democratic roots along with a win-win situation on social fronts. Social transition has moved further along with leaders from the lower castes now occupying the highest political offices in several provinces. In harmony with the strong-stream of growth, Indian companies have materialized as ambitious multinationals with major acquisitions abroad and ready to take on bigger challenges. The world, having recognized these accomplishments, has apparently decided that despite some ostensible weaknesses in public governance – headstrong poverty, low levels of human development indicators and mounting left-wing extremism – India deserves to have a place at the global high table.

The beginning of India's appearance as a global leader can be traced back to the BRICS report by Goldman Sachs. His reports simply projected that the Indian economy will be the third largest in the world by 2050 as per its prevailing GDP growth rates. Higher rates of growth sustained over the present decade, despite internal political upheavals, external shocks and global crisis, have further reinforce India's claim to be included in any new architecture of global governance. This was reflected by India's inclusion initially as member of the O-5 group that along with the G-8 made up the HAP process, which

Answer 1


Strategies in retail

In retail sector, space and location are important. A good location lends a good launch. Real estate spaces should be rented on long-term contracts from owners and developers rather than owned by retailers for the establishment of shopping malls. Author's team could manage to get spaces for his stores at comfortable prices. His malls could deliver more value to the customers, who generally allocate a very small part of their income for shopping. This could only happen as they focused on future potential of a locality rather than the current posh area of a city. The strategy to study the market and perceive shopping pattern in an area through extremely unconventional methods paved a clear path for their success.

Answer 2

India: A growing Power

India has raised its status in almost all facets in the nineties. It has exhibited growth on not only economic front globally but has strengthened its democratic roots also. The world has recognized its harmony on social grounds as well as its empowering status in the field of international business. Being the third largest economy in the world India has all the ingredients of a world leader. Report by Goldman Sachs clearly states India's role in G-20 and the visit by the heads of states of all five permanent members of the UN Security Council are clear indicators of its emerging as a new global leader. The strong support of President Obama and President Sarkozy have clearly justified India's claim to be treated as a great global player.



RTP- MAY, 2021

Read the following passages and write a suitable precis:

Passage-1

When we survey our lives and efforts we soon observe that almost the whole of our actions and desires are bound up with the existence of other human beings. We notice that whole nature resembles that of the social animals. We eat food that others have produced, wear clothes that others have made, live in houses that others have built. The greater part of our knowledge and beliefs has been passed on to us by other people through the medium of a language which others have created. Without language and mental capacities, we would have been poor indeed comparable to higher animals.

We have, therefore, to admit that we owe our principal knowledge over the least to the fact of living in human society. The individual if left alone from birth would remain primitive and beastlike in his thoughts and feelings to a degree that we can hardly imagine. The individual is what he is and has the significance that he has, not much in virtue of the individuality, but rather as a member of a great human community, which directs his material and spiritual existence from the cradle to grave.

Passage-2

Every year it seems like there's another disastrous wild fire in the American West. In 2018, nearly 9 million acres were burned in the US alone. Uncontrolled fires often started accidentally by people, rampage and decimate forests. For most people, forest fire is synonymous with disaster. But there are some kinds of forest fires that actually benefit the environment. A controlled burn is a wild fire that people set intentionally for a specific purpose. Well-thought out and well-managed controlled burns can be incredibly beneficial for forest management — in part because they can help stop an out-of-control wild fire. The technique is called back-burning, and it involves setting a controlled fire in the path of the approaching wild fire. All the flammable material is burnt up and extinguished. When the wild fire approaches, there's no more fuel left for it to keep going, and it dies out. Controlled burns are

also used to prevent forest fires. Even before human involvement, natural, low- intensity wild fires occurred every few years to burn up fuel, plant debris, and dead trees, making way for young, healthy trees and vegetation to thrive. That new growth in turn supports forest wildlife. Forest managers are now replicating this natural strategy when appropriate, starting manageable, slow-burning fires to make room for new life that will help keep the forest healthy in the long term.

Passage-3

Buddhism is a major global religion with a complex history and system of beliefs. Historians estimate that the founder of Buddhism, Siddhartha Gautama, lived from around 566 to 480 B.C. The son of an Indian warrior-king, Gautama led an extravagant life through early adulthood, reveling in the privileges of his social caste.

After encountering an old man, an ill man, a corpse and an ascetic, Gautama was convinced that suffering lay at the end of all existence. He renounced his princely title and became a monk, depriving himself of worldly possessions in the hope of comprehending the truth of the world around him. The culmination of his search came while meditating beneath a tree, where he finally understood how to be free from suffering, and ultimately, to achieve salvation.

The Four Noble Truths comprise the essence of Buddha's teachings, though they leave much left unexplained. They are the truth of suffering, the truth of the cause of suffering, the truth of the end of suffering, and the truth of the path that leads to the end of suffering. More simply put, suffering exists; it has a cause; it has an end; and it has a cause to bring about its end. The notion of suffering is not intended to convey a negative world view, but rather, a pragmatic perspective that deals with the world as it is, and attempts to rectify it. The concept of pleasure is not denied, but acknowledged as fleeting. Pursuit of pleasure can only continue what is ultimately an unquenchable thirst. The same logic belies an understanding of happiness. In the end, only aging, sickness, and death are certain and unavoidable.

Answer

Passage-1

Title: Humans

The Social Beings Human beings are social animals with actions and desires that are connected to society. In almost all matters of life, like clothes, food, knowledge and beliefs, humans have been dependent on the society, past or present. A lonely man would be as good as a beast with no social life and no learning. Every aspect of man's existence can be owed to the society and surrounding she lives in.

Passage-2

Title: Preventing Wild Fires

Uncontrolled wild forest fires have been common in the American west. It leads to massive destruction of forest life and has many after effects. Intentional burning called back burning is a new technique developed to control and prevent the spread of natural wild fires. Forest managers are trying to use the technique to remove old plant and animal debris and give way to new and healthy life.

Passage-3

Title: Buddhism

Siddharth Gautama, popularly known as Gautam Buddha was the founder of the Buddhist religion. Although the son of a warrior prince, he left his princely luxuries in search of 'the truth' and finally received 'enlightenment' under a tree. The four noble truths are the main principles of Buddhism. They preach about suffering, the cause of suffering, the end of suffering and the path that leads to the end of suffering. Pleasure and happiness continue to be an unquenchable thirst where as aging, sickness and death are realities of life.

For the passages 1 and 2, write a précis

Passage-1

When we survey our lives and efforts we soon observe that almost the whole of our actions and desires are bound up with the existence of other human beings. We notice that whole nature resembles that of the social animals. We eat food that others have produced, wear clothes that others have made, live in houses that others have built. The greater part of our knowledge and beliefs has been passed on to us by other people through the medium of a language which others have created. Without language and mental capacities, we would have been poor indeed comparable to higher animals. We have, therefore, to admit that we owe our principal knowledge over the least to the fact of living in human society. The individual if left alone from birth would remain primitive and beast like in his thoughts and feelings to a degree that we can hardly imagine. The individual is what he is and has the significance that he has, not much in virtue of the individuality, but rather as a member of a great human community, which directs his material and spiritual existence from the cradle to grave.

Passage-2

Digital marketing is the very innovative and novel concept in the 21st century. Through this form of media, products and services are promoted with the use of data base-driven online distribution channel store each consumers in an appropriate, significant, individual, and lucrative manner.

The term digital marketing does not have any specific definition or meaning but it can be well explained with the examples such as emails, online advertisements, pay per clicks, wireless text messages, instant messages, RSS, blogging, fax, video streams, podcasting, broadcast, etc. All these comprise digital marketing.

A part from its inclusive list, there are few traditional forms of marketing which are not included in the term of digital marketing. They are TV, radio, print and bill board as they are not the instant or quick form of marketing. It means with these forms of marketing advertiser could not get the immediate response from the end consumers. The traditional forms of marketing could not give the accurate number of responders. Perhaps, there is a little improvement achieved with the devices such as TiVo which records the statistics like website but, still the desirable result has not been gained. Never the less, this became possible with the introduction of digital marketing.

Digital marketing has become so powerful a network of advertising, that with the introduction of “Double click” strategy of Google for internet, the world has become very close linking each and every place conveniently. With the help of digital marketing, campaigns for promoting any product through internet has become very cost- effective and convenient.

Answer

Respect Humanity: It serves you! (Title)

Our life is a part of the humanity, dependent on other human beings for various basic needs like food, clothing and shelter etc. Language that makes humans different on animals is also a gift from other humans which leads us to being wise and knowledgeable. A lonely man would be like a beast with no social activities and feelings. Let us respect humanity and other existence of fellow beings.

Digital Marketing: The new trend(Title)

We hear a lot about online wallets, e-mails, blogs, and podcasts: these are few platforms that constitute Digital Marketing. This new technology enables immediate response from the consumers and is seen to yield better consumer satisfaction results, as opposed to the traditional means of marketing that included TV, radio. etc. Moreover, digital marketing has brought the world closer just at the click of a mouse / button.

(1) Read the following passages and write a précis for the same.

A mere 14 per cent of the 58.3 million business in operations in India when the Sixth Economic Census was carried out in 2013-14 were owned by women, across formal and informal sectors in both rural and urban India. This is not a flattering statistic. A sizable number of the 8.05 million women-owned business - over 83 per cent - did not have any hired workers; the corresponding number for male-owned business was about 70 per cent. Also, on average, women-run businesses are smaller than those run by men. However, there are many shining examples of women entrepreneurs who have not only set up successful ventures but have also carved out a niche for themselves. Kiran Mazumdar Shaw is one such women entrepreneur. There are also some who gave up very successful corporate careers to turn entrepreneurs such as Falguni Nayar, a well-regarded investment banker who set up an e-commerce venture as she was turning 50 years of age. There are also the likes of Ritu Dalmia, who broke out of conservative industrialist families, to venture into the world of gourmet food and fine dining with a chain of restaurants. Each of them is trailblazer and an inspiration for others. More recently, the start-up boom in India has seen many young, professionally qualified women taking the plunge. Self-help groups and non-profit focusing on skill development in rural areas have helped women entrepreneurs bloom. Setting up a business is not easy in India. It is even tougher for a woman. A would-be woman entrepreneur has to overcome socio-cultural biases, which requires her to prioritize home and family above all else and sacrifice her own aspirations. Access to finance is that much more difficult, whether from formal banking channels or from venture capitalists. Managing a male workforce entrenched in a patriarchal society poses its own challenges. Many men are not supportive of women's ambitions and even attempt to break their confidence. Another problem unique to women is their failure to network with business associates as easily as men. Policy interventions have tended to be sporadic, superficial or poorly thought through, like the Centre's failed experiment with a women-only bank.

However, these issues are addressable. Mentoring of women entrepreneurs by specialist in various fields can encourage women who are tentative about taking that first step. Networking platforms for women entrepreneurs can provide some support. Most of all, socio-cultural changes need to be engineered to encourage women to setup business ventures.

(Source: Business Line)

Précis Writing-2

Several spiritual philosophies contain the notion of an inner 'third eye', related to the pineal gland, to which is attributed significance in mystical awakening or enlightenment, higher states of consciousness and extrasensory perception (ESP). Mention of this is found historically in ancient Central and East Asia and also in contemporary meta physical theories relating to yoga. A neurologist in Jaipur claims to have found new evidence throwing light on interactions between a physical brain and a non-physical consciousness which leave an impact on human thought, emotion and behaviour. These psychic phenomena are linked with the 'third eye', he says. Dr. Ashok Panagariya, recipient of the prestigious B.C. Roy Award, says that the studies on the two functional units of brain and consciousness and new understanding of psychic phenomena may lead human kind to the ability to induce ESP at will. Pineal gland studies hold a great futuristic link between human and super human experiences.

Pineal gland, being the only singular structure in the brain and having a strategic position between the two halves, is believed to connect between intellect and the body. This 'third eye' could be activated to spiritual world frequencies, enabling a person to have the sense of all knowing, godlike euphoria and oneness all around him, says Dr. Panagariya. Once tuned into proper frequencies with the help of meditation, yoga or various esoteric and occult methods, pineal gland can also enable a person to travel in to other dimensions, popularly known as astral travel, cosmological projection or remote

viewing. Dr. Panagariya, formerly the Principal of Sawai Man Singh Government Medical College in Jaipur, has pointed out that the recent developments in parapsychology and neuroscience have revealed new clues about the way ESP and other psychic abilities are processed by the brain. "Science is providing some answers about the structure or physiology of brain which makes para psychological reception possible."

"The most astounding discovery of all is that the brain produces a parapsychology enhancing neuro transmitter," says Dr. Panagariya while referring to a class of substances known as beta - carbolines which are secreted from the pineal gland. He says this neuro chemical is only produced at night and breaks down into melatonin, another substance which has been associated with psychic experiences.

Dr. Panagariya, presently a member of the Rajasthan State Planning Board, has in his study referred to another recent discovery of interest to psychic researchers proving that the human brain contains magnetite (ferrous oxide), which renders the brain sensitive to the Earth's magnetic fields.

"It has long been known that birds and other animals use magnetite in their brains to aid in navigation. Magnetite is especially concentrated in the pineal gland and the temporal lobes," says Dr. Panagariya, offering scientific explanation to the spiritual, mystical and paranormal experiences.

(Source: The Hindu)

Answer 1

Women in entrepreneurship

According to the sixth Economic Census 2013-14, only 14% of the businesses in India are owned by women and are smaller as compared to men owned businesses. Out of these, 83% do not have any hired work force. However, many women entrepreneurs have carved niche for themselves these are Kiran Mazumdar Shaw, Falguni Nayar and Ritu Dalmia. Self help groups and NGOs have helped women entrepreneurs in the rural sector. Still due to socio-cultural biases, it is onerous for married women in India to be an entrepreneur. Managing a male work force and accessing financial support are even bigger challenges. Policy interventions, mentoring women entrepreneurs by specialists can encourage women who intend to foray into entrepreneurship and specialized networking platforms for women can provide the much-needed support.

Answer 2

The 'third eye' connection

The notion of the third eye or heightened consciousness, Extra Sensory Perception (ESP), or enlightenment is attributed to pineal gland. It is located between the two halves of the brain and connects the intellect and the body. According to Dr. Panagariya a neurologist based in Jaipur, this third eye can be activated to spiritual world frequencies with the help of Yoga and meditation to enable a person experience astral travel, remote viewing and cosmological projection. He said that the pineal gland contains magnetite and secretes Beta Carbolines that breaks down into melatonin which are associated with spiritual, psychic and para normal experiences.

RTP - MAY 2021(SERIES 1)

(c) Write a précis and give appropriate title to the passage given below.

When Martin Luther King, Jr. was in high school, he won an oratorical contest sponsored by the Negro Elks. He and a beloved teacher were returning home in triumph, riding on a bus, when some white passengers got on. The white bus driver ordered King and his teacher to give up their seats, and cursed them. King wanted to stay seated, but his teacher urged him to obey the law. They had to stand in the aisle for the 90 miles back to Atlanta.

"That night will never leave my memory," King told an interviewer, decades later. "It was the angriest I have ever been in my life." And King is an example of someone who showed a kind of genius for turning that emotion into positive action. "My father was extremely angry from that incident. So much so that he expressed it later on by saying that he came very dangerously close, at that particular time, to hating all white people," says Bernice King, who now runs The King Center in Atlanta.

As he grew older, and went to college and theological school, Martin Luther King, Jr. realized that non-violent resistance offered a way to channel anger into positive forms of protest. "If you internalize anger, and you don't find a channel, it can destroy you," she says. "That's why when Daddy reiterated, 'Hate is too great a burden to bear,' he knew it was corrosive and erosive."

Though King became an icon of non-violence and peace, he also inwardly wrestled with anger and, at times, would snap at those he loved. Looking at how King dealt with anger reveals its dual nature—how it can be a motivating force for change, while also containing the potential for destruction.

Answer
Precis: Title Martin Luther King Junior: Icon of non-violence

Martin Luther King Junior recalled an incident during an interview decades later, how he and his teacher were forced to vacate the seats and were cursed by the driver of the bus when a few white passengers had boarded. He confessed that he had never been angrier in his life. During his college days he channeled his emotion into non-violence as positive means of expressing his dissidence against the discrimination from the white community. He realized that hatred is destructive. While he grappled with his anger, he found a way to contain it and went on to become an icon of non-violence.

RTP - MAY 2021(SERIES 2)

Write a précis and give appropriate title to the passage given below.

There is an enemy beneath our feet - an enemy more deadly for his complete impartiality. He recognizes no national boundaries, no political parties. Everyone in the world is threatened by him. The enemy is the earth itself. When an earthquake strikes, the world trembles. The power of a quake is greater than anything man himself can produce.

But today scientists are directing a great deal of their effort into finding some way of combating earthquakes, and it is possible that at some time in the near future mankind will have discovered a means of protecting itself from earthquakes. An earthquake strikes without warning. When it does, its power is immense. If it strikes a modern city, the damage it causes is as great as if it has struck a primitive village. Gas mains burst, explosions are caused and fires are started. Underground railways are wrecked. Buildings collapse, bridges fall, dams burst, gaping crevices appear in busy streets. If the quake strikes at sea, huge tidal waves sweep inland. If it strikes in mountain regions, avalanches roar down into the valley. Consider the terrifying statistics from the past 1755: Lisbon, capital of Portugal - the city destroyed entirely and 450 killed. 1970: Peru: 50,000 killed.

In 1968 an earthquake struck Alaska. As this is a relatively under populated part, only a few people were killed. But it is likely that this was one of the most powerful quakes ever to have hit the world. Geologists estimate that during the tremors, the whole of the state moved over 80 feet farther west into the Pacific Ocean. Imagine the power of something that can move an entire subcontinent! This is

the problem that the scientists face. They are dealing with forces so immense that man cannot hope to resist them. All that can be done is to try to pinpoint just where the earthquake will strike and work from there. At least some precautionary measures can then be taken to save lives and some of the property.

Answer

Précis

Earthquake - The Great Destroyer

Earthquake is the mankind's deadly enemy. Earthquake strikes all without a distinction of nationality or political affiliation. The power of a quake is greater than that of any man-made weapon of destruction. An earthquake strikes mankind without a warning. A modern city when struck is reduced -to a nibble. A quake strikes plains, seas and mountains causing all round destruction. The quake struck Lisbon in 1755 killing 450; Peru in 1970 killing 50,000; Alaska in 1968 moving it 80 feet into the Pacific Ocean. Scientists are trying to find out means to combat earthquakes, to predict the origin of the quake so that precaution can be taken to save man and property from destruction.



DIRECT & INDIRECT SPEECH

JULY 2021

Question 9(b)

- (i) Change the following sentence to indirect speech :
"He said to me, "It would be nice if I could see you again."
- (ii) Change the following sentence to indirect speech.
The group shouted, "Honesty is the best policy".
- (iii) Change the following sentence to indirect speech.
Mr. X to the Cashier: "Do you have change for five hundred rupees?"

Answer

- (i) He said/said to me/told me that it would be nice if he could see me again.
- (ii) The Group shouted that honesty is the best policy.
- (iii) Mr. X asked the cashier whether / if he had (the) change for five hundred rupees.

NOVEMBER, 2020

Question 9 (b)

- (iii) Change the following sentence into indirect speech: He said to him, "Please wait here till I return."
(1 Marks)

Answer

He requested him to wait there till he returned.

Question 10 (b)

- (iii) Change the following sentence to indirect speech.
Father said to his son, "Work hard for success in life".
(1 Marks)

Answer

Father advised/said to/told his son to work hard for success in life.

NOVEMBER, 2019

Question 9 (b)

- (iii) Change the following sentence into indirect speech:
He said, "Will you all come for the meeting?"
(1 Mark)

Answer

He asked if everyone would come for the meeting.

Question 10 (b)

- (iii) Change the following sentence to indirect speech.
He said, "My Mother is writing letters".
(1 Mark)

Answer

He told that his mother was writing letters

MAY, 2019

Question 9 (b)

(iii) Change the following sentence into indirect speech:

She said, " I am watching a 'television show'.

(1 Mark)

Answer

She said that she was watching a television show.

Question 10 (b)

(iii) Change the following sentence to indirect speech.

She said "My Father came yesterday".

(1 Mark)

Answer

She said that her father had come the day before.

RTP – NOVEMBER 2021

QUESTION 3

Change the following sentences into indirect speech.

1. She said, "He works in a bank."
2. He said, "I'm coming!"
3. She said, "We went out last night."
4. Neeraj said, "I was waiting for the bus when he arrived."
5. Mother said, "You should go to bed early."

Answer

1. She said that he worked in a bank.
2. He said that he was coming.
3. She said that they had gone out last night.
4. Neeraj said that he had been waiting for the bus when he arrived.
5. Mother instructed that I should go to bed early.

RTP - MAY 2021

QUESTION 3

Change the following sentences into indirect speech.

1. Clinton said, "I am very busy now."
2. "I know her address", said John.
3. Ravi said, "What is Heena doing?"
4. Vidisha said, "Ananya took pasta."
5. She said, "Water boils at 100 degree."

Answer

1. Clinton said that he was very busy then.

2. John said that he knew her address.
3. Ravi asked me what Heena was doing.
4. Vidisha said that Ananya had taken pasta.
5. She told that water boils at 100 degree.

RTP – NOVEMBER 2020

Question 3

Change the following sentences into indirect speech.

1. Rahul asked me, 'Did you see the cricket match on TV last night?'
2. James said to his mother, 'I am leaving for New York tomorrow.'
3. I said to him, 'Why don't you work hard?'
4. He said to her, 'What a hot day!'
5. The priest said, 'Be quiet and listen to my words.'

Question 4

Change the following sentences into direct speech.

- (a) His father says that honesty is the best policy.
- (b) He inquired whether his name was Khalid.
- (c) Raj said he was teaching English online.
- (d) The father warned his son that he should be beware of him.

Answer 3

1. Rahul asked me if I had seen the cricket match on TV the previous night.
2. James told his mother that he was leaving for New York the next day.
3. I asked him why he didn't work hard.
4. He exclaimed that it was a hot day.
5. The priest urged them to be quiet and to listen to his words.

Answer 4

- (a) His father says, "Honesty is the best policy."
- (b) He asked him, 'Is your name Khalid?'
- (c) Raj said, 'I am teaching English online.'
- (d) The father warned his son, 'Beware of me.'

RTP - MAY 2020

(B) Change the following Direct Speech into Indirect Speech.

1. The principal said, 'you can go'.
2. Ravi said, 'The lion died in the garden.'
3. Mentor said to me, 'you are a good player.'

4. She said, 'Alas! I am undone.'
5. 'Where do you live? Asked the administrator.

Answer

1. The principal said that we could go.
2. Ravi said that the lion had died in the garden.
3. Mentor told me that I was a good player.
4. She exclaimed sadly that she was undone.
5. The administrator required where I lived.

RTP - MAY 2021(SERIES 1)**Question 2**

(b)(iv) Change the following sentences to indirect speech.

Soni said to Dhiraj, "Let him come, then we shall see."

Answer

Soni told Dhiraj that they would see him if he might come.

Question 3

(b)(iv) Change the following sentence to indirect speech.

He said, "I hardly have time to attend any party."

Answer

He said that he hardly had time to attend any party.

Question 4

(b)(iii) Change the following sentence into Indirect speech.

The young knight asked, "Which way did the princess go?"

Answer

The young knight enquired which way the princess had gone.

Question 5

(b)(iii) Change the following sentence into Indirect speech.

"I don't know the way. Do you?" She asked.

Answer

She said that she didn't know the way and asked me if I did.

Question 2

(b)(iv) Change the following sentences to indirect speech.

Seema said, "It's time. I must go now."

Answer

Seema said that it was time and she had to go then.

Question 3

(b)(iv) Change the following sentence to indirect speech.

Reena said, "Alas! These are difficult times."

Answer

Reena sighed with sorrow that those were difficult times.

Question 4

(b)(iii) Change the following sentence to indirect speech.

He said that he would deposit the cheque the following day.

Answer

He said, "I will deposit the cheque tomorrow."

Question 5

(b)(iii) Change the following sentence into Indirect speech.

He said to me, "Is she ready or shall I wait?"

Answer

He asked me whether you were ready or he should wait.

ACTIVE AND PASSIVE VOICE

JULY 2021

Question

- (a) Change the sentence from Active to Passive Voice.
Bring the culprit.
- (b) Change the sentence from Passive to Active Voice.
Three cleanliness campaigns will be launched by the authorities in the park
- (c) Change the sentence from Active to Passive Voice.
Did they like paintings in the exhibition ?
- (d) Change the sentence from Passive to Active Voice.
Food from roadside vendor should not be eaten during Covid pandemic as a safety precaution.
- (e) Change the sentence into Active Voice.
Who were not liked by you at the party ?

Answer

- (a) Let the culprit be brought / brought in.
- (b) The authorities will launch three cleanliness campaigns in the park.
- (c) Were the paintings in the exhibition liked by them?
- (d) As a safety precaution during Covid pandemic, we should not eat food from roadside vendor. / We should not eat food from the roadside vendor as a safety precaution during Covid pandemic.
- (e) Whom/who did you not like at the party?

NOVEMBER, 2020

Question 10 (b)

- (i) Change the sentence from Active to Passive Voice.
Rama was making a kite. (1 Marks)
- (ii) Change the sentence from Passive to Active Voice.
The lion was shot by the hunter. (1 Marks)

Answer

- (i) A kite was being made by Rama.
- (ii) The hunter shot the lion.

Question 11 (b)

- (iii) Change the sentence into Active
Voice Twenty runs were scored by him. (1 Marks)

Answer

He scored twenty runs.

NOVEMBER, 2019

Question 10 (b)

- (i) Change the sentence from Active to Passive Voice.
 The audience loudly cheered the Prime Minister's speech. (1 Mark)
- (ii) Change the sentence from Passive to Active Voice.
 The Bird was killed by a cruel boy. (1 Mark)

Answer

- (i) The Prime Minister's speech was cheered loudly by the audience.
 (ii) A cruel boy killed the bird.

Question 11 (b)

- (iii) Change the sentence into Active Voice
 They will be given a ticket for over speeding by the police inspector. (1 Mark)

Answer

The police inspector will give them a ticket for over speeding.

MAY 2019

Question 10 (b)

- (i) Change the sentence from Active to Passive Voice.
 The teacher always answers the students' questions. (1 Mark)
- (ii) Change the sentence from Passive to Active Voice.
 Every night the office is vacuumed and dusted by the cleaning crew. (1 Mark)

Answer

- (i) The student questions are always answered by the teacher.
 (ii) The cleaning crew vacuums and dusts the office every night.

Question 11 (b)

- (iii) Change the sentence into Active Voice:
 The Grand Canyon is visited by thousands of tourists every year. (1 Mark)

Answer

Thousands of tourists visit the Grand Canyon every year.

RTP – NOVEMBER 2021

1. **Change the following sentences into passive voice.**
 1. Did she do her duty?
 2. The tiger was chasing the deer.
 3. She has learned her lessons.
 4. Have you finished the report?
 5. The police have caught the thief.
2. **Change the following sentences into active voice.**
 1. The jackpot will be won by her.
 2. Yam is eaten by people in my country
 3. The mother tongue would be taught to him by her.
 4. A stone was being thrown by the kid.
 5. The door had been knocked at by someone

Answer 1

1. Was her duty done by her?
2. The deer was being chased by the tiger.
3. Her lessons have been learnt by her.
4. Has the report been finished by you.
5. The thief has been caught by the police.

Answer 2

1. She will win the jackpot.
2. People eat yam in my country.
3. She would teach him the mother tongue.
4. The kid was throwing a stone.
5. Someone had knocked at the door.

RTP - MAY 2021

1. **Change the following sentences into passive voice.**
 1. Do you buy books from the market?
 2. The goldsmith makes the ring.
 3. The father does not close the shop.
 4. Who teaches you English?
 5. Does he finish the work in a month?
2. **Change the following sentences into active voice.**
 1. Why is a letter read by Mohan?
 2. The old man is not helped by the soldier.
 3. By whom is he praised?

4. A letter is read by John.
5. The crystal vase has been broken by somebody.

Answer 1

1. Are books bought from the market by you?
2. The ring is made by the goldsmith.
3. The shop is not closed by the father.
4. By whom are you taught English?
5. Is the work finished by him in a month?

Answer 2

1. Why does Mohan read a letter?
2. The soldier does not help the old man.
3. Who praises him?
4. John reads a letter.
5. Someone has broken the crystal vase.

RTP – NOVEMBER 2020

1. Change the following sentences from active to passive.

- (a) Miraya paid the bills.
- (b) Have they left the apartment?
- (c) She is disturbing Dinesh.
- (d) Will you mop the floor?
- (e) Vidhi had not received the parcel.

2. Change the following sentences from passive to active.

- (a) An article has not been written by Radhika.
- (b) I was being watched by her.
- (c) Fifty thousand had been paid by me.
- (d) Were you recognised by her?

Answer 1

- (a) The bills were paid by Miraya.
- (b) Has the apartment been left by them?
- (c) Dinesh was being disturbed by Dinesh.
- (d) Will the floor be mopped by you?
- (e) The parcel had not been received by Vidhi.

Answer 2

- (a) Radhika has written an article.
- (b) She was watching me.
- (c) I had paid fifty thousand.
- (d) Did she recognise you?

RTP - MAY 2020

(A) Change the following sentences into passive voice.

1. Ram loves Sita.
2. They will finish the work in a fortnight.
3. Why did your friend write such a message?
4. Who taught you Commerce?
5. The examiner will give you instructions.

Answer

1. Sita is loved by Ram.
2. The work will be finished by them in a fortnight.
3. Why was such a message written by your friend?
4. By whom were you taught Commerce?
5. Instructions will be given to you by the examiner.

RTP - MAY 2021(SERIES 1)

Question 2

(b)(iii) Change the following sentence into passive voice.

Who is creating this mess?

Answer

By whom is this mess being created?

Question 3

(b)(iii) Change the following sentences into passive voice: She spoke to the official on duty.

Answer

The official on duty was spoken to by her

Question 4

(b)(ii) Rewrite the following sentence in passive voice: A child could not have done this mischief.

Answer

This mischief could not have been done by a child.

RTP - MAY 2021(SERIES 2)

Question 2

(b)(iii) Change the following sentence into passive voice. You don't need to wind this watch.

Answer

This watch need not be wound.

Question 3

(b)(iii) Change the following sentences into passive voice: One should not give unsolicited advice.

Answer

Unsolicited advice should not be given.

Question 4

Let face-down; stretch your arms in front.

(b) (ii) Rewrite the following sentence in passive voice: Lie

Answer

Let face be down; let arms be stretched out.



CIRCULAR WRITING**NOVEMBER, 2020****Question 9 (c)**

Draft a circular to warn the employees of Packing Department not to participate in strike. (5 Marks)

Answer

XXX Ltd

CIRCULAR

No.: xxx/xxx/xxx

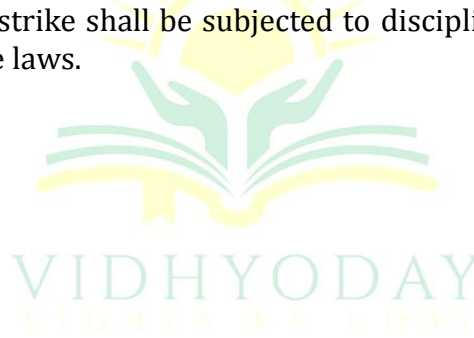
Date: xx-xx-xxxx

To: All Employees of Packing Department

It has been reported that a section of employees working in the Packing Department of the Company are proposing to go on strike on xx-xx-xxxx (date) to fulfil some unusual demands. It is hereby made known to all concerned employees that the proposed strike is illegal and unlawful and employees whosoever participate in such a strike shall be subjected to disciplinary action as per the company's service rules and other applicable laws.

Sd/- XYZ

Manager, HR

**RTP – NOVEMBER 2020**

Write a circular addressing to the employees regarding re-organisation of manpower and their responsibility in finance department of the company.

REPORT WRITING

JULY 2021

Question 9(c)

Draft a Newspaper Report on the "Government's decision to open multiplexes after almost a year" to be published in a national newspaper.

Answer

Newspaper Report:

Government's Decision to open multiplexes after almost a year

By Mr. FGH,
Staff Correspondent

Monday xx,xxxx.

The state government has allowed single-screen theatres and multiplexes to open at 50% occupancy provided that they follow and strictly adhere to Covid Safety protocols. After almost a year of dry run, the cinema theatres get ready for bustling activity in and around the premises. Cinema Operators who have been out of business for a year, welcomed the decision. Even small businesses in the vicinity heaved a sigh of relief.

Mr. XYZ, President of the Cinema Operators and Exhibitors Association, congratulated the government. He further remarked, "We have suffered huge losses due to lack of business, we were eagerly awaiting the decision." He assured that all the safety protocols with regard to Covid would be strictly followed.

Discussing about the preparedness of theatres he informed, "We have already directed the cinema owners to get their staff vaccinated and most of them already have their staff inoculated at least with the first dose. Theatres, canteen facility and public conveniences will be between shows. Thermal screening and sanitizing to be available at all entry and exit gates."

The cinema owners/operators are optimistic about part recovery of their losses banking on big film releases lined up in the next two months. Avid cinema buffs are equally excited to see their favourite stars on the big screen after a long hiatus. They are also seeking relaxation in night curfew so that late night shows can be allowed. The popular multiplex chain in the city ABC has even offered 5-10 % discount for the audience who have been inoculated with both the doses. However, with the third wave of Covid-19 still looming, how long will the euphoria last, time will only tell.

Source: State Government Official Gazette

Question 9 (c)

Draft Newspaper Report on "Flood Situation grim in southern, western states" to be published in a National newspaper.

(5 Marks)

Answer

By (XYZ)

Date: xx-xx-xxxx

Flood situation grim in Western, Southern Indian states: With heavy downpours, up to 330 mm, the flood situation continues to worsen particularly in the western and southern states of Maharashtra, Gujarat, Karnataka and Kerala. Over 500 people have died in landslide, deluge related incidents, thousands have gone missing, as many as 40 lakh people have been displaced and over 8lakh people have been moved to relief camps in these states. Almost half a metre of rain fell in Vadodara alone in the last 24 hours, disrupting railways and air routes. Major rivers viz. Krishna and Tungabhadra are flowing at record high levels creating severe to extreme flood situation in the states. Red alert has been issued in most of these areas. The recent floods have damaged crops over 10 lakh hectares of land in Maharashtra, Karnataka and Kerala making survival even more difficult.

According to the meteorological department, the situation is likely to improve in the days to come with meager or intermittent rains.

Union Home Minister has carried out an aerial survey of the worst affected areas and the Prime Minister has declared immediate monetary relief to these states. Campaigns are being carried out to appeal to masses in other states to contribute to the mass relief operations.

Several NGOs and non profit agencies have join hands with the army in carrying out immediate relief operations in worst hit areas. Their volunteers are propagating the message through social media to collect clothes, food and funds for those stranded after deluge. To contribute to the Prime Minister's Disaster Relief Fund you may directly transfer funds through

NEFT details are as under: Favour of: PM's

Relief Fund Account No.: IFSC code::

Source: Press Trust of India

MAY 2019

Question 9 (c)

Draft Newspaper Report on "Six Lane highway connecting two states inaugurated" to be published in a national newspaper.

(5 Marks)

Answer

Six Lane Highway Connecting Two States Inaugurated Indian Express

By (XYZ)

Feb 01, 2019

Anpara (UP),

The honourable Chief Minister of the Uttar Pradesh Mr. XY inaugurated the all new six lane highway between the States of Uttar Pradesh and Madhya Pradesh on 01st Feb, 2019. The six lane highway ranging 65 kilometers has been completed by Highway Authority of India at a record period of 24 months. The Highway will connect Anpara (U.P.) with Satna (M.P.).

The chief Minister in his inaugural speech said "the need that was being felt for the several years for a highway that shall connect the bordering areas of the two biggest States of India. I personal thank the local people who have given their land for construction of the highway".

The Highway has been constructed with an approved width of 43.6 Meters with speed limit indicators; caution indicators at every 6 Kilometers of the route. Energy saving LED lights have been put up at both sides of the Lanes so that perfect visibility of the road can be ensured at nights. The Toll Plaza has been set-up at 35 kilometers from Anapara near Shakti Nagar (U.P.)

The Six Lane Highway shall encourage the journey of the local people by road, thus reducing the traffic load on railways. The communication of commercial traffic shall be facilitated which will significantly reduce the time required earlier for the above purpose.

Source: PTI

RTP – NOVEMBER 2021

1. An NGO, 'Healthy India' organized a health check-up camp in a slum at Mumbai. You visited the camp. Write a report in 250-300 words covering advertisement, arrangements etc.
2. You are an active member of 'Love Animals Save Animals' Club which works for the welfare of animals by preventing cruelty to them. Recently, you visited Indian Animal Care Home. You were pleasantly surprised to see the good treatment given to animals. Write a report in 250- 300 words on your visit.

Answer 1

1. Organizing under the guidance of
2. Collaboration with hospital
3. Advertisement through banners, posters etc.,
4. Registration for

- Free full body checkup
 - Free pathological test
 - General health checkup
 - A voluntary blood donation camp
 - Eye check-up stall
 - Skin Care stall
 - Kids Care
 - Blood Pressure & sugar checkup
5. Team of physicians, dentists, gynecologists
 6. Free consultation for:
 - Chronic back pain
 - Osteoporosis in females
 - Malnutrition and deficiencies in children
 - Inoculation derive for infants
 7. Free medicine
 8. Wellness programmes (special stall)
 9. Simple Exercises & yoga

Answer 2

Visit to Animal Care Home Answer hints:

1. Importance of Animal Care
2. Magnanimity of human heart
3. A natural feeling of contentment
4. Abandoned pets are well taken care of
5. A wonderful shelter
6. Treatment provided to injured animal so Well-equipped medical room
 - Veterinary surgeon
7. Given for adoption
8. Clean enclosures
9. Helpline for animal ambulance
10. How to donate
 - Process of donation
 - Tax exemption, if any

RTP – MAY 2021

1. You are the branch manager of a bank XYZ. Write a report showing the decline in the number of new customers and new accounts. Give reasons.
2. As a member of the finance team of a Pharma company, you have been asked to compile a report justifying the downfall in the turnover/sales target in the last quarter for certain drugs/medicines. The report needs to be submitted to higher authorities with details, data and figures.
3. As the Manager, Sales and Marketing of a multi cuisine restaurant chain, compile a report discussing ways of attracting customers, after the covid-19 and the lockdown.

Answer 1

Hints:

- Objective of the report
- Concerns
- Research study
- Observation and Reasons
- Conclusion
- Steps that can be taken to increase the client base. Mention the date, location and name of the bank branch. A small data comparing the last year's new customers versus this year's.
- Mention the designation of the undersigned.

Answer 2

- Name of the organization (Pharmacy company)
- Title of the report (mention the quarter/year)
- Financial results (Quarterly basis)
- Expected reasons for down fall in sales
 - High Attrition due to pandemic
 - Low penetration
 - Emerging new markets
- Suggestions/Measures
 - Inducting more people in the Sales team
 - Competitive Pricing
 - Introducing generic medicines/drugs
 - Home Delivery of medicines

Answer 3

- Name and address of the multi cuisine restaurant
- New attractions for customers (Practical measures adopted)
 - New Menu complete with immunity boosting dishes
 - Free Welcome drink (Kadha)
 - Change set-up to ensure social distancing
 - Discounts offered at weekends/happy hours during week-days
 - Discount coupons for regular customers
 - Live music
 - Home Delivery

1. As the School Co-curricular activities in-charge, your Principal has advised you to prepare a report on how to start online classes for activities besides academics. Discuss the plans, proposal and benefits. **(200-300words)**
2. Your CA firm held a webinar on 'Communication Skills: Need of the hour'. As the Head of Communication division, prepare a report.

Answer

1. Formal Report

To

The Principal,

XYZ School,

New Delhi

From: In-charge, co-curricular activities

Date: Sept 14, 20XX

Subject: Online classes for co-curricular activities (Specific grade if any)

Contents:

- Need for online classes for co-curricular activities
- Subjects that can be included
- Time duration
- Teacher assigned
- Benefits to the students
- How to have audience engagement



Note: Write a brief summary of the complete report. Not more than 5-6 lines. It gives an overall view of the report highlighting the main points proposed.

2. Report

Hints:

Webinar held on 'Communication Skills'

- Welcome address by Head HR describing:
 - Need for the webinar
 - Agenda of the webinar
- Presentation by CA. X on Role of Communication (may include a comment)
- Presentation by CA. Y on Impact on CAs due to changing work environment (Work From Home)
- Presentation by Participant-2 on Current scenario and digitalisation
- Presentation by Participant-3 on Diversity in workforce affecting Communication (Barriers)
- Vote of Thanks by Senior Manager HR inviting feedback and suggestions from all participants

MTP – MAY 2021(SERIES 1)

Write a report in 250-300 words on your visit to an Old Age Home

Answer

- Facilities for the elderly
- Spacious rooms single and twin sharing
- Lush green lawns
- Attendants provided for the needy
- Recreational facilities
- Special yoga classes
- Monthly health check-ups, vaccination for Covid done
- Picnic trips
- Complete Covid care including quarantine facility and medication
- Interaction with staff and occupants
- Dedicated staff
- Homely environment
- Get love, care and affection
- Share experiences
- Playing cricket with the elderly
- Joy of living life to the fullest

MTP – MAY 2021(SERIES 2)

Write a report in 250-300 words on the rising crime rate in your area. (5 Marks)

Answer

Report: Hints: Rising criminal activity in your area

Kind of crimes:

- Chain snatching
- Car/2-wheeler theft
- Purse snatching
- Reasons
- Miscreants coming from adjoining areas
- Unemployment due to factories being moved
- Low rate of education
- Mushrooming of unauthorized colonies around the area
- Addiction to liquor and drugs
- Societal acceptance to crime
- Local gangs active
- No street light in small alleys

Remedies:

- Installation of CCTV cameras
- Increased surveillance by Police personnel
- Training and engaging local youth to mobilize information against local goons
- Police posts to be set up at a distance of every one kilometer
- Barricading of entry gates to colonies at night
- Street lights to be installed and to remain on during the night till sunrise



ARTICLE WRITING

JULY 2021

Question 10(c)

Write an article of about 250 words on the topic 'Covid' Certificate must for attending Parliamentary session.

Answer

Covid Negative Certificate must for attending Parliamentary Session

By Mr./Ms. BNM

Covid -19 has adversely affected institutions, industries and businesses across the board from schools to colleges/universities, from recreation to travel and hospitality, from manufacturing to services. The business of the parliament is no exception. It is all the more important rather critical to keep the Parliament running as issues of paramount significance ranging from economy to public welfare to national security are discussed, debated and decided. Moreover, each day of the Parliament costs the exchequer a huge amount.

In order to prevent the disruption of Parliamentary sessions, certain safety protocols have been stipulated keeping in mind the health condition of the Members, Visitors and the Press covering the sessions.

All Members/attendees will need to have a COVID-19 negative certificate vide notification xx/xx/xxxx to enter the premises in the current and subsequent sessions till further change in notification. The test needs to be done 72 hours before the commencement of the session. Those Members/attendees who have been unable to undertake the test will be required to do so on the day they arrive at the Parliament's reception. They will be allowed to enter only if their Rapid antigen test comes out negative. In case staff or family of a member tests positive, the member will have to self- quarantine for 14 days. The members will have to wear masks at all times, even during discussions/debates and maintain social distancing. Members/attendees should avoid going out of the Parliament during the course of a day's proceedings unless necessary. Parliamentary papers will be circulated digitally; hard copies have been discontinued. Members have been requested to avoid calling visitors unless necessary. The Parliament canteen would offer only packed meals, tea and coffee during the course of the session.

(Source.....)

NOVEMBER, 2020

Question 10 (c)

Write an article of about 250 words on the topic. "The Pleasures of reading". (5 Marks)

Answer

The Pleasures of Reading

By: XYZ

Ever since humankind invented the printed word, reading has been a learning exercise for some, pastime for many others. Undoubtedly, reading whets our quest for knowledge, our imagination and evokes a spectrum of emotions, thus offering instant gratification and pleasure.

Few can deny the joy of reading the daily newspaper while enjoying a cup of tea in the mornings, an ultimate start to a great day. It's a daily ritual we would not like to miss for anything. Who doesn't get

glued to the highpoint or climax of a novel. It transcends us into a surreal world, away from the harsh realities where we slip into our favorite character etched out straight from the novel and become a part of the narrative, going through the whole gamut of emotions from respect to affection, pain to joy, despair to hope, failure to success and fulfillment. It induces heightened feelings of fear, suspense and adventure raising the adrenaline rush. The sheer delight of reading a piece of poetry laden with eloquence, rhythm and soul stirring emotions makes us feel high. While reading informative articles, journals and technical books develop our intellectual capability by enriching our knowledge and enhancing our analytical skills and critical thinking, creative and descriptive pieces enhance our vocabulary, expression and creative writing skills. On the lighter note, reading satire and comic pieces tickle our ribs and relieves stress.

Reading makes us aware of our emotional self and sensitizes us to appreciate feelings of others. It enlightens our mind and soul and makes us a better human being. We must inculcate the habit of reading everyday.

NOVEMBER, 2019

Question 10 (c)

Write an article of about 250 words on the topic. " The Importance of water conservation". (5 Marks)

Answer

Article: The Importance of Water Conservation

By (Writer's name)

Water is one of the three basic resources for the survival of human kind besides air and food. More than 90 percent of human body is composed of water. Though water is abundantly available on our planet, with 2/3rd of earth covered by water, still fresh, clean water is a limited resource. Rivers, freshwater lakes, waterfalls, natural springs, ground water and rain are the natural resources of fresh water.

With indiscriminate rise in human population worldwide, the pressure on these natural resources has increased manifold. In many developing countries, due to incessant industrialization leading to exponential rise in migration to big cities/townships, contamination of ground water and rivers has not only led to scarcity of pure drinking water but also emerged as a serious health hazard.

Over reliance on ground water and rivers for construction/infrastructure development projects in urban areas and little or no awareness about water conservation has led to fast depletion of these natural resources. It is about time we realized the importance of clean water as water tables are fast declining, rivers and lakes are drying or being polluted/contaminated especially in thickly populated urban areas such as New Delhi, Hyderabad and Bangalore. According to a study these urban areas will have little or no ground water left that will lead to a drought like situation in a few years time.

As progressive citizens, we must take immediate measures to not only restrict our water consumption but also devise innovative conservation methods to provide sustainable sources of clean drinking water. While Rain water harvesting and reducing water consumption are effective methods of water conservation in urban areas, construction of small dams to provide huge water reservoirs holds the key to effective water conservation in rural areas.

MAY 2019

Question 10 (c)

Write an article of about 250 words on the topic "The Fearless Indian Army":

(5 Marks)

Answer

The Fearless Indian Army

The Indian army is undoubtedly one of the finest armies in the world. Since prehistoric to modern times the Indian soldiers are one of bravest, fighting both for homeland as well as for ensuing peace even on foreign lands such as peace keeping force in Sri Lanka.

Our soldiers never surrendered before enemies. Their motto has always been 'do or die'. During Indo-china war of October – November, 1962 and later on in the Indo-Pak war of September 1965,

one Indian Soldier killed many soldiers of enemy armies on various fronts. During the World war II the Indian soldiers proved their mettle on the foreign land of Europe' Africa and the Korea on various missions.

The Indian army has proved their superiority whenever the neighboring country Pakistan challenged us. The Kargil war In 1999 was triggered by the spring and summer incursion of Pakistan backed armed forces into territory on the Indian side of the LOC around Kargil in State of Jammu & Kashmir. The Indian forces were prepared for a major high altitude offensive against Pakistani posts along the border in the Kashmir region. India had to move five infantry divisions, five independent brigades and 44 battalions of paramilitary troops to Kashmir. The total Indian army troop strength in the region reached to 7,30,000. The build-up included the deployment of around 60 frontline aircraft. The Indian army campaign to repel the intrusion left 524 Indian soldiers dead and 1,363 wounded, as per the data released by then Indian defence minister Shri George Fernandez on December 01, 1999.

RTP – NOVEMBER 2021

1. Write an article in 250-300 words on the following topics:

- (i) 'Environmental Pollution – A Global Problem'
- (ii) Problems of Youth

Answer

Environmental Pollution

- a matter of great concern
- self-created problem of man, a menace
- disturbs ecological balance
- need of the hour to protect and preserve the environment
- **Causes:**
 - rapid deforestation
 - depletion of the ozone layer
 - global warming
 - rapid urbanization
 - industrial wastes, garbage and dirt
- **Effects:**
 - melting of the polar glaciers

- swallowed forests
- famines, floods, landslides, soil erosions
- polluted cities

- **Solution**

- Afforestation
- Vertical gardening
- Awareness about green spaces
- Recycle waste
- Reuse articles
- Shifting to renewable energy

Problems of Youth

1. Causes

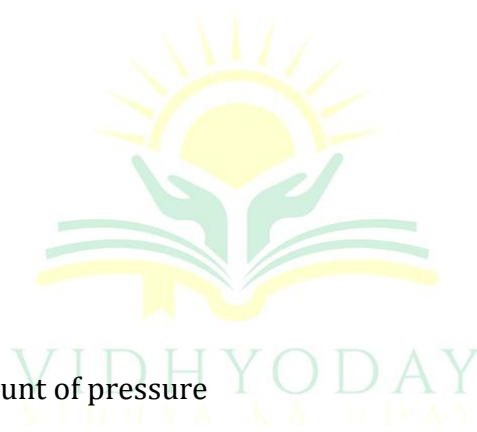
- Over ambitions parents
- Pressure of society
- Bullying taunting & teasing by fellow students
- Peer pressure
- Ragging
- Cyber bullying
- Substance Abuse
- Cut throat competition
- Forced career choices

2. Effects

- Succumb to very high amount of pressure
- Mental Health deteriorates
- Commit suicide
- Commit crimes

3. Solutions

- Inculcating Habit of Good reading
- Developing empathy
- Being informed about the child's academic progress
- Soft skills and personality development classes
- Developing hobbies
- Active engagement in outdoor games
- Becoming friends to your children
- Lending a patient ear
- Have meals together
- Spending quality time
- Consulting a professional Counselor



1. Write an article on the following topics:

- (i) Social Media bad for Youth
- (ii) Building Trust at Place of Work

Answer 1

- (i) Three billion people, around 40% of the world’s population, use online social media and we’re spending an average of two hours every day sharing, liking, tweeting and updating on these platforms, according to some reports. That breaks down to around half a million tweets and Snap chat photos shared every minute. With social media playing such a big part in our lives, could we be sacrificing our mental health and well-being as well as our time?

People use social media to vent about everything from customer service to politics, but the downside to this is that our feeds often resemble an endless stream of stress.

In 2015, researchers at the Pew Research Center based in Washington DC sought to find out if social media induces more stress than it relieves. In the survey of 1,800 people, women reported being more stressed than men. Twitter was found to be a “significant contributor” because it increased their awareness of other people’s stress. But Twitter also acted as a coping mechanism – and the more women used it, the less stressed they were. The same effect wasn’t found for men, whom the researchers said had a more distant relationship with social media. Overall, the researchers concluded that social media use was linked to “modestly lower levels” of stress.

Anxiety, depression, sleep are concerns youngsters should be careful about.

All the same self-esteem and well being are also social media effects according to a study. But there are varied opinions and therefore still ambiguous. Social media used for educational purposes is a blessing. Facebook had a positive effect on self-esteem compared to other activities that boost self- awareness. Mirrors and photos, there searchers explained, make us compare ourselves to social standards, where as looking at our own Face book profiles might boost self-esteem because it is easier to control how were presented to the world.

Successful business requires collaboration and teamwork. For team relationships to work well, we need high levels of trust. But how we build trust can differ from person to person, culture to culture.

There are many aspects of building trust. One aspect is to demonstrate that we are caring, fair, open and honest human beings. In other words, we can build trust by showing our character. This is how we can adapt in a new work environment by being acceptable of people and receptive towards them. Understanding predicaments of others and empathising with them or suggesting possible solutions also works as others perceive you as a friend and well-wisher. The other aspect is by letting others know that we are capable, experienced and have achieved excellent results. This way of building trust emphasises our competence, commitment and allegiance toward sour employer/organization. Being a dependable team member who can deliver under pressure and stringent timelines will gradually prove that we have a strong work ethic and for us the interest of the organization comes first. Even in times of crises, if we put in our best efforts regardless of the outcome, we will still establish ourselves as trust worthy, honest and sincere employee.

At the same time we need to be wary of how we are perceived by others. We should be firm and polite rather being aggressive and rude towards others thus avoiding conflicts. Even if conflict arises, we should be able to resolve it amicably. By closely observing the context and how our team mates or bosses are responding to our trust-building efforts, we can adapt the way we build trust to in the best interest of the organization.

Write article on the following topics.

(a) Impact of Advertisements on the Younger Generation

(b) The Role of Students in Removing Illiteracy

Answer

Hints:

(a)

- Advertisements have become a big business.
- They are promoted by celebrities drawn from various fields like films, sports, etc., leaving their influence on all people specially the young.
- The advertisement industry has a tremendous impact on the younger generation.
- Advertisements have become a part of the daily lives of youngsters.
- Young people do not even realise that they are hearing or viewing them.
- They have a persuasive influence on the youth.
- In the ever-expanding world of consumerism, advertising, companies are constantly looking for new ways to sell their products to the youngsters.
- By making their commercials and campaigns more memorable, to leave an impact on their minds.
- The younger generation has become their prime target.
- They have been spending more efforts than ever before and increased avenues at their disposal.
- Therefore, companies spend enormous amounts of money to rope in popular film stars, cricketers, and musicians etc. to endorse their products.

(b)

- India is standing at the threshold of joining the developed nations but that is not possible till we achieve complete literacy in the country.
- Illiteracy is still a major blot on India, after more than sixty years of its achieving independence.
- To an extent it exemplifies India's failure to reach out to its masses.
- Students can play an important role in achieving this goal of removing illiteracy.
- Students should be encouraged to carry the lamp of knowledge by organising events such as, 'Each One, Teach One'.
- The government should also render full support to students in terms of infrastructure in their contribution to the Indian Literacy Campaign.
- Students can also play a vital role in the programme of Adult Literacy.
- If all our students get together and try to work towards achieving literacy among the masses.

RTP – MAY 2020

Write article on the following topics.

1. Scheme of Indian Government for Women empowerment
2. Language is species specific

Answer

1. Hints:

- The government has initiated many schemes for safety of women.
- Beti Bachao Beti Padhao Yojana: This scheme was launched in Panipat, Haryana on January 22, 2015.
- Mahila-E-Haat: It is a bilingual online marketing platform which is launched by the Ministry of Women and Child Development in 2016.
- Mahila Shakti Kendra: It was launched to empower rural women with opportunities for skill development, employment, digital literacy, health and nutrition.
- Working Women Hostel: It was launched to ensure availability of safe, convenient for working women who has less than 50K/ month income in metropolitan and 35K/min any other place.
- Support to Training and Employment Programme (STEP): It was set up to provide skills, competencies and training to become entrepreneurs.
- Sukanya Samridhi Yojana: It is a government-backed saving scheme for girl children.

2. Hints:

- Only human beings possess language.
- Non-human has various degrees of the communication system.
- Language is a biological gift to human beings.
- Animals may have few words or a limited range of domains.
- Human language is creative and unpredictable.
- Human being has a phonological and grammatical system.
- A human being can create and understand new utterances.
- A human being can refer to the past.
- A human being can teach or learn a language.
- Some non-human species have a system of sounds.
- Chimpanzees are able to learn human sign language.

MTP – MAY 2021(SERIES 1)

Write an Article in 250-300 words on the topic 'Medical Tourism in India'.

Answer

- World class Health care readily available across India
- Specializes in prognosis, diagnosis, treatment and therapeutical care.
- India leading player in healthcare infrastructure, research, pharmaceuticals and post trauma care
- Hub of generic medicines, vaccines and hi-tech medical equipment.

- Affordable prices as compared to developed countries
- Experienced doctors and highly skilled medical staff
- Specialized care for serious diseases viz. cancers, complicated heart surgeries and rare transplants
- Special care facilities for infants, elderly and the differently abled
- Easy visa norms
- Affordable cost of living for a prolonged stay

MTP – MAY 2021(SERIES 2)

Write an Article in 250-300 words on the topic 'Seeking Excellence'

Answer

Article Hints: 'Seeking Excellence'

- Excellence is the quality/virtue of being outstanding or extremely good
- Giving your 100% in whatever you attempt
- How to achieve excellence
- Determine what you want to achieve
- How earnestly you want it.
- Benchmark against the best.
- Believe that you can do it.
- Build concrete strategy & plans.
- Learn from the best.
- Do not limit yourself.
- Work really hard.
- Focus your efforts.
- Be adaptable.
- Never give up.



MAIL WRITING

MAY 2019

Question 11 (c)

Write a Formal E Mail: 'Mail is written by the Manager to the employees about the changed dress code for Republic day function including time and venue of function. (4 Marks)

Answer

To: Mr.A; Mr.B; Mr.C.....

Subject: Dress code for Republic Day Function as on 26th January, 2019

Dear sir/madam, Greetings of the day.

As you all be aware that the Republic day is round the corner. Your company is organising a flag hoisting followed by cultural program and traditional get together of all the rank and file of the organization including the executive heads.

The ceremony shall be held at 9.00 A M. sharp at the ground in front of company's gate . The company has decided a mandatory dress code for the occasion for all participants as-For Men- White Kurta-Payjama

For Women- Saree preferably of white colour. Dress code is mandatory.

Hope that all our esteemed employees and executives will grace the function by their benign presence at the time and venue in the prescribed dress code.

Thanks & Regards.

Sd/-

Company secretary, XWZ Ltd.



Question 11 (c)

MR. ABC is an IT manager in Quick Software Solutions Private Limited. Write a mail on behalf of Mr.ABC to Mr. MNJ, dealer of HP Laptops seeking quotation for 100 new laptops of model HP - 610.

The laptops are required for new branch of Quick Software Solutions Private Limited. (4 Marks)

Answer

To mnj@qwe.co.in

Subject: Quotation for 100 new HP-60 laptops

Dear Mr. MNJ

Greetings! We at Quick Software Solutions Private Limited require the aforementioned laptops for our new branch at Noida, UP. The machines must have the latest malware for virus protection and anti-glare screens. Kindly send detailed quotation including:

Warranty Insurance e

Yearly Maintenance

After sales service charges

Looking forward to an earliest response.

Regards, ABC

IT Manager,

Quick Software Solutions

RTP – NOVEMBER 2021

1. Write a mail to one of the customer of your company's product 'Tummy Trimmer' to write a review about the product.
2. Write a mail to prospective clients, introducing your organization and informing about the products/services offered by your company.

Answer 1

Dear Ms.

ABC

Greetings!

I am glad to receive your encouraging mail regarding our product "Tummy Trimmer". Thanks for expressing your satisfaction.

I am in the process of putting together a list of testimonials about our product "Tummy Trimmer" from satisfied customers like you.

You are requested to take a few minutes to submit your comments/suggestions as part of Product Review at the link: XXXXXXXXX by 5 PM tomorrow.

You may also send a brief video using the product that will be featured in our commercial TV campaign for the product.

Looking forward to your earliest response.

Thanks and Regards,

**Answer 2**

Ms. XYZ

Dear Sir,

Greetings from QWE Teleservices Pvt. Ltd.!

I would like to take this opportunity to introduce you to our organization that provides a host of connectivity solutions with collaboration with Tata Tele Business Services – India's largest optic fibre network service provider.

Our entire range of products/services is enclosed herewith for your reference.

Kindly drop a call at our customer care helpline xxxxxxxxxx or the undersigned, should you require any guidance/services for your esteemed organization.

Regards,

Mr. SDF

Sales Dept

QWE Teleservices (Mob) xxxxxxxxxx

RTP – MAY 2021

1. Write an email to your colleague from IT Department inviting them for the meeting regarding the discussion of current problems with the computer systems. You are ABC, from the Legal team. Draft the email including the details of meeting.
2. You are representative, Marketing at XXX Solutions that provides Corporate training. Write a mail to prospective client explaining the services.

Answer 1

Dear XYZ,

We are holding a meeting on the current problems with the computer systems with our vendor and I would appreciate it if you could come. Having an expert like yourself there from the IT department is important because of the problems we have had with the loss of customer data.

The meeting will take place next Thursday at 2pm in meeting Conference Room 3 on the 2nd floor in the Main Building.

If there is anything you would like to discuss in the meeting, send it to me by email and I will include it in the meeting's agenda.

Regards, ABC

Legal Team

Answer 2

Dear XXXi,

Subject: Corporate Training

To introduce ourselves, XXX Solutions is a Corporate Training Organization which offers IT and Non IT Domain Training's and support customers around the world in IT Training (from Low-end to High-end Training's comprising

- Microsoft Technologies- Advanced Excel, MS Office Suite, Share Point, Exchange Server, Biz Talk, etc.
- Certification Programs- ITIL Certification, PMP, Certified Scrum Master
- BI Tools-Power BI, Tableau, SAS, R Programming
- Cloud Computing, Big Data & Hadoop, Devops
- Trending Technology-Machine Learning, Deep Learning, RPA, IoT
- Soft Skill Management Programs which including 41 various sub programs

We are very keen to be associated with you as a trusted vendor and provide quality services to your employees. For discussion/meeting, please contact the undersigned.

Best Regards,

CCC

Senior Executive, Marketing XXX Solutions

RTP – NOVEMBER 2020

1. Write a formal email to apply for a job position as web content editor.
2. Write a reply back in a formal email to an inquiry about your product.

Answer 1

To: Editorinchief@eyzmail.com

Cc/bcc:

Subject: Web Content Editor Position

Dear Sir/Madam,

With reference to your job ad in xxx, I would like to submit my application for the position of Web Content Editor in your company.

I graduated in Communication Sciences from the University of xxx in xxxx. I have more than 5 years of experience as a Content Specialist with a leading agency. I will be glad to introduce myself in an interview that will allow you to better evaluate my possible recruitment.

Kindly find enclosed a copy of my résumé. I look forward to hearing from you.

Yours faithfully, ABC

Answer 2

To: dc@ghf.com

Cc/bcc:

Subject: New product Catalogue

Dear Ms. DC,

Greetings! In response to your request, we have recently sent you our latest catalogue2020-21. We have added various products/services that will surely evince your interest. Our local agent will contact you soon to arrange a formal presentation/meeting to discuss how our products/ services can benefit your company.

For further information, contact the under signed.

Yours sincerely,

ABC

abc@efg.com

RTP – MAY 2020

Write a mail to Abhishek Mittal, congratulating him for the promotion as a marketing manager in the organisation. You are Mr. Alok Prakash, manager of the IT department.(word limit:150-200)

Write a mail to Ms. Rakhi Mandal, reminding her of a business contract you have sent to her regarding providing infrastructure maintenance services to her company 'Manet Solutions'. You are Mr. Santosh Gupta, Business Head of JP Infrastructures. (word limit:150-200)

Answer-1

To: Abhishek Mittal

CC/BCC

Subject: Congratulation son Your Promotion

Dear Abhishek

I just got to hear of your promotion to the post of Marketing Manager. Please accept my heartiest congratulations.

You truly deserve the recognition and responsibility of the position. Your dedication and hard work have been rewarded. All your team members are elated at your selection. As you would know, promotion comes along with new target, tasks and challenges. I hope that you shall exceed all expectations.

We are all looking forward to a grand party from you at your earliest convenience.

Regards,

Alok Prakash

Head Department of the Information Technology

Or-Answer-1

Value Hints:

- (a) Subject: Regarding Congratulating on Your Promotion
- (b) Greetings
- (c) Opening paragraph on congratulations
- (d) Appreciate for promotion
- (e) Appreciate for dedication and hard work
- (f) Motivation for new challenges
- (g) Closing with demanding party and polite words

Answer-2

Value Hints:

- Subject: Regarding the Providing Infrastructure Maintenance
- Greetings
- Remind that you had sent the contract on x date and no reply has been received till date.
- Mention date of meeting and discussion of details of contract
- Ask if any further details/ clarifications required from your side.
- Seek meeting to discuss any issues that have come up.
- In case, all is well you would appreciate it if the contract is signed and mailed to you.

MTP – MAY 2021(SERIES 1)

You are Senior Manager HR, Draft a mail to employees of your department, inviting them for a meeting to discuss about the new recruitments to be done in various departments of the company.

Answer

Dear Colleagues,

Subject: Meeting on fresh recruitments

Greetings! As you know that we need to hire fresh recruits in various departments as notified by the respective Head of Departments.

As desired by the management, we need to start the process in a month.

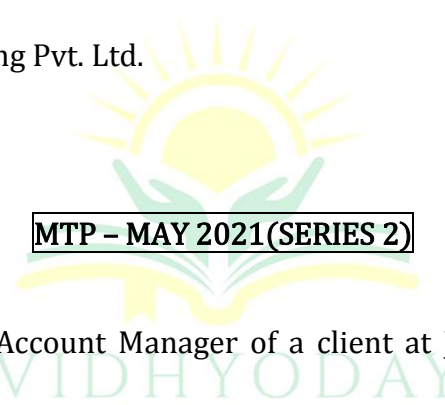
To discuss the modalities as well as macro and micro level details, we shall meet in the Meeting Room No. 3 on the first floor at 2 PM today.

Kindly make it convenient to attend.

Best Regards,

SPJ

Senior Manager, HR QWE Consulting Pvt. Ltd.

**MTP – MAY 2021(SERIES 2)**

You have been appointed as the Account Manager of a client at JKL Ltd. Draft a mail to introduce yourself to the client.

Answer

Mail: Sir,

Warm greetings from JKL!

I would like to introduce myself as your new Account Manager for the services you have opted with us at JKL.

Since Ms. X is not associated with us anymore, I shall be your first point of contact at JKL for your account. My paramount concern is how JKL and I can serve you better. I shall be happy to assist you anytime.

You may call me at xxxxxxxxxx or send a mail at support@jkl.co.in You can also connect with our customer service helpline at xxxxxxxxxx.

Thanks & Regards,

Mr. Y

LETTER WRITING

JULY 2021

Question 11 (c)

Write a letter to your landlord requesting him to reduce rent in the light of 'Covid 19' pandemic.

Answer

From:

XYZ

Vasant Vihar Enclave

Gurugram, Harayana-xxxxxx

Dated: 30.06.2021

To Mr. ABC

House No. 21/3, Ram Nagar Colony, New

Delhi xxxxxx

Dear Mr. ABC / Dear Sir,

Subject: Request to reduce the monthly rent amount.

Greetings! As you know that I have been living in the rented apartment premises owned by you for the last 5 years. In all these years, I have paid for the yearly maintenance of the apartment and always paid the rent on time.

Due to unprecedented circumstances owing to Covid-19 pandemic, the factory where I worked was shut down leaving me jobless. I am already neck deep in a financial mess. Though I am looking for a job and am hopeful of getting one very soon, I request you to reduce the monthly rent amount by half for the next 3 months and support me to get over the present situation.

I assure you that I shall pay the amount as per contract after 3 months. I shall look forward to a positive response.

Thanks and Regards,

Yours Faithfully / Sincerely,

XYZ

Tenant

NOVEMBER, 2019

Question 11 (c)

Write a letter to a bank requesting them to stop payment of a cheque which has been reported lost.

(4 Marks)

Answer

From:

ABC Private Limited, Nariman Point, Mumbai

November 13, 2019

XYZ Bank

106 Millenium Tower Prashant Lok Mumbai-02

Sir/Madam,

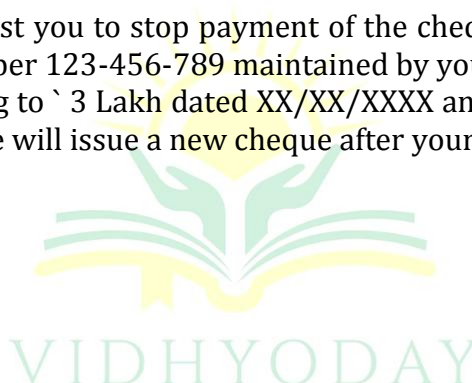
Subject: Request to Stop Payment of the Cheque No. xxxxxx

On behalf of ABC Pvt Ltd, I request you to stop payment of the cheque number xxxxxx issued against our company Bank Account Number 123-456-789 maintained by your branch. This cheque was issued to our vendor PQR Ltd amounting to ` 3 Lakh dated XX/XX/XXXX and has been misplaced as reported by their accounts department. We will issue a new cheque after your response.

Thanks for your

cooperation. Regards, ASD

Senior Manager, Accounts



RTP – NOVEMBER 2021

1. Write a letter as a reply to an inquiry about 'Flora' Silk Sarees of your manufacturing unit. Give details about price and other important information regarding your products.
2. You are purchase manager of a company. You had ordered a 100 units of a product from a company in Mumbai. While checking, the consignment was found to be poor in quality. Write a complaint letter to the Sales Manager to replace the order.

Answer 1

Production Manager

27th July

20XXABC Silk Sarees,

Surat, Gujrat

Mr. Vikram Kumar Purchase Officer

Saree Bazar, New Delhi

Subject: Regarding your inquiry about 'Flora' Silk Sarees Dear Sir

We thank you for your inquiry of 19th July, 20XX for assorted 'Flora' Silk Sarees. We appreciate the interest that you have shown in our products. You might, perhaps be aware of that ours is an

established silk manufacturing unit with over fifty years of reputation. Recently we have introduced three new varieties of Silk Sarees namely 'Flora', 'Radha' and 'Ramayana' in rainbow colours and attractive designs.

Since we earnestly desire to secure larger orders, we have quoted very low prices on attractive terms. No shipping charges will be levied on orders amounting to Rs. 30,000 or more. As there are indications of rise in silk prices, we shall be unable to repeat these prices and terms after our present stock is exhausted. We recommend you to place your order before 20th

August 20XX. Your order will receive our prompt attention.

Yours faithfully,

Mr. DFG

Production Manager Encl: Catalogue.

Answer 2

VJ Dealers

Date: Feb. 7, 20XX

21, Station Road New Delhi – 22

The Sales

Manager, SDF Traders,

15, Industrial Road Ramnagar,

Mumbai

Subject: Complaint for Order No. XXXX dispatched on 3rd Feb. 20xx

Mr. BNM,

With reference to the subject, Order No. XXXX for 100 units of product id xxxxx was placed dated 22th Jan 20xx. The consignment received on 3rd Feb, 20xx has been found to be of poor quality and much higher in price as compared to the previously supplied units.

You are hereby requested to replace the order within 5 working days, failing which the order will be summarily cancelled.

We look forward to swift action at your end.

Yours Faithfully,

Mr. CVB

Purchase Head VJ Dealers

RTP – MAY 2021

1. Write a letter to your Manager telling him that the office equipment you have ordered will arrive a week later than planned.
2. Write a letter to Mr. Shyam accepting the invitation as a guest speaker for a Talk.
3. Write a letter to the Rotary Club manager for enquiring about the availability of the conference hall and other booking details.

Answer 1

From Address

Date in full

To Address

Subject: Office equipment delayed.

Dear Sir

I have ordered some new PC'S and Monitors. Unfortunately, the Monitors will arrive in the second week of March. I apologise for the delay caused by the lockdown. I shall follow up with the vendor for an early delivery.

Regards,

Shyam Purchase officer (Name and Signature)

Answer 2

From Address

Date in full

To Address

Subject: With reference to your invitation.

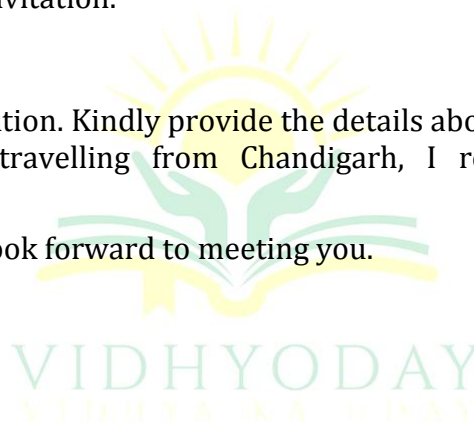
Dear Mr. Shyam,

I am pleased to accept your invitation. Kindly provide the details about the duration of the talk and the participants Since I shall be travelling from Chandigarh, I request you to arrange for my accommodation for a day.

Thank you for your invitation. I look forward to meeting you.

Regards,

Ram

**Answer 3**

From Address

Date in full

To Address

Subject: Details of the conference on April 1st.

Dear Sir,

I on behalf of my team at XXX Ltd. would like to book the conference hall from April 1 to 3, 2021 at your club. Please provide the complete booking details during the aforesaid time. The programme schedule is appended here with.

There will be 15 participants and 5 support staff. We would require tea and snacks during the pre and post lunch sessions and lunch to be served each day. Besides, I would like to book 10 single rooms for our outstation participants from March 31 till April 4, 2021 with bathroom accommodation. You are also requested to arrange for a projector and a white screen. Please send the complete estimate by March 10, 2021. Other details can be finalized later.

Programme

Pre-lunch session: 10AM till 1PM

Lunch: 1 till 2PM

Post Lunch session: 2 PM till 5 PM

Please let me know the cost of the weekend. I look forward to your earliest response.

Yours faithfully,

Raghav

Manager,

XXX Ltd.

Contact Number: xxxxxxxxxx

RTP – NOVEMBER 2020

You are the manager of Old World Tower and you received order of letter head and business cards from ABC Stationary King. The order was completed on time and the quality of paper used was not upto the mark. Write a formal letter complaining about the same.

Answer 1

Letter

Old World Tower 16 Ring Road

Delhi-01

The Manager ABC

Stationary King

35 Patel Street Delhi-18

Dear Sir/ Madam

Sub: Complaint against Order No.S/24-201S-1150.

This is with reference to the Order No. S/24-201S-1147 place on xx/xx/20xx comprising two items viz. letterheads and business cards sizes mentioned in the order details.

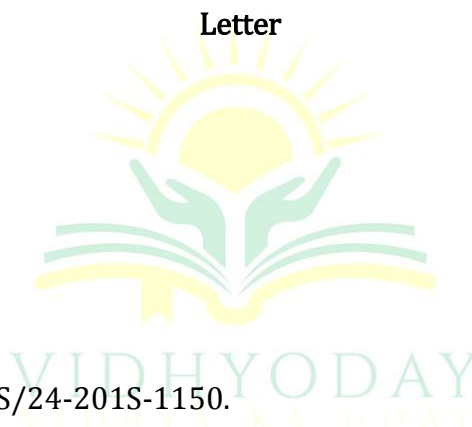
We were assured of receiving the order latest by xx/xx/20xx. Firstly, the order was received much past the promised delivery date. Also, the quality of the paper and design selected for business cards does not match with the selected sample.

Kindly ensure that the order is replaced latest by xx/xx/20xx, failing which payment will be stopped and the order will be cancelled. I sincerely request you to look into the matter and do the needful as soon as possible.

Thanking you!

Yours truly

XYZ General Manager



October30,20xx

RTP – MAY 2020

Write a letter from XYZ Group for enquiry about the catering services.

Write a letter of promotion for opening new branch of the XYZ Bank.

Answer 1

XYZ Ltd

A-78, AH-Block Tagore Garden NewDelhi-27

11 December, 20XX

Proprietor Jashn Catering

60, Karole Bagh New Delhi-05

Dear Mr.Sunil

Subject: Regarding Enquiry about Catering Services

With reference to your advertisement in the Times of India, dated November 26, 20XX, we wish to enquire about your catering services. Our company is celebrating its golden jubilee in the month of January 2020. In this regard, we are looking for somebody who would cater for our celebrating dinner. We are expecting around 600 guests and employees during the event. It will be a formal meet and we will need full catering services that includes several courses, desserts, ten waiters and five helpers.

Kindly provide us the details of the following:

Whether you provide for waiter sand hosts

Offers and discounts available

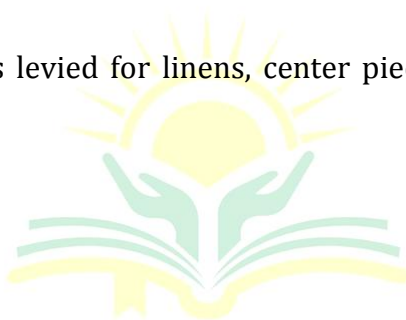
The menu options and charges

If there are any additional charges levied for linens, center piece, etc. Kindly provide the complete details with rates by Oct 15 XXXX.

Thanks & Regards!

Mr. Vivek Goyal

Administration XYX Ltd



Answer-2

XYZ Bank

Sector- 19 Nerul Navi Mumbai-06

10 December, 20XX

Chief Finance Officer XP Ltd

Dadar Mumbai-14

Dear Sir/ Ma'am,

Subject: Opening of our New Branch at Nerul, Navi Mumbai

We are happy to announce the grand opening of our bank's 150 branch in the Nerul, Navi Mumbai.

As a privileged customer, we are pleased to offer you extra benefits for an account opening in the new branch.

The new branch has locker facility and six ATM machines in your area. In view of our long- term association, we would not charge you any fees for locker facility.

Kindly visit the new branch. Contact details are given below:

88, Jame Jamshed Road Dadar

Ph.:011-255-90000

Mumbai-14

Yours

R.P. Aneja

(Brach Manager)

MTP – MAY 2021(SERIES 1)

You are ABC, Senior Manager Administration of BNM Solutions Pvt. Ltd. Draft a complaint letter to GHJ Printers regarding delay in delivery of visiting cards ordered 2 weeks ago. (3 Marks)

Answer

The Sales Manager

GHJ Printers

A-12, Netaji Nagar New Delhi- 1100xx

Apr 3, 20XX

Dear Sir,

Subject: Complaint for delay in delivery of Order No. XX/XX/XXXXXX

With reference to the subject, I would like to bring to your notice that the order was placed on March 15, 20XX, at the behest of Director HR. It was committed that the delivery of visiting cards will be made in a week's time. As on date, it has already been more than two weeks and the order has not been delivered yet.

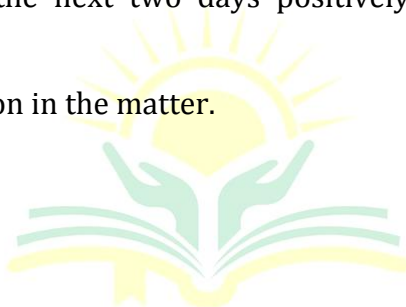
The senior management is facing a lot of inconvenience during meetings with clients. You are hereby directed to deliver the order in the next two days positively else the order will be summarily cancelled.

Looking forward to immediate action in the matter.

ABC

Senior Manager (Administration)

BNM Solutions Pvt. Ltd.



MTP – MAY 2021(SERIES 2)

You have been appointed as the Account Manager of a client at JKL Ltd. Draft a mail to Write a letter to place an order for Covid related equipment/articles to the Manager (Sales and Marketing) of BKL Enterprises.

To

Date: xx/xx/xxxx

The Manager (Sales and Marketing)

BKL Enterprises,

{Address}

Sir,

Subject: Placing an order

You are requested to deliver the order in the next 4 days at our head office.

You may deliver the bill along with the articles specifying your bank details for direct bank transfer through NEFT. Your payment shall be made within 24 hours from the date of delivery.

Regards,

Manager (Administration)

ASD International

RESUME WRITING

NOVEMBER 2021

1. Prepare a Cover Letter and detailed resume for a candidate applying for the post of Article Assistant in a CA Firm.
2. There is an urgent job opportunity in An Established Chartered Accountancy (CA) Firm for the job of qualified / competent Chartered Accountant. Prepare a Cover Letter and detailed resume for a candidate applying for the post.

Answer 1

To

Manager (HR)

ABC Consultants B-19/444,

Raj Vihar New Delhi 1100xxx

Dated: 24th July 20XX

Subject: Application for the post of Article Assistant Dear Sir,

Greetings! I am writing to express my interest in the above position in your esteemed firm.

I have just passed CA Intermediate Group-1 Exams in February 20XX. I would like to learn vital aspects of the profession. Having a keen interest in international trade laws and taxation , I am an avid reader of international accounting journals and remain abreast with the developments in accounting worldwide.

I look forward to the opportunity for a personal interaction. Please find my resume attached herewith for your perusal. I assure you that I shall work with utmost commitment to your firm.

Thanking you for your consideration.

Sincerely yours XXX

Address: XXX

RESUME

Name: XYZ

Address: A-29, Radha Krishna Garden

New Delhi, 1100xx

Email Id: xxx@gmail.com

Mobile No.- +91xxxxxxxxxx

CAREER OBJECTIVE:

I seek to join a firm where I can learn various aspects of profession and use my skills and knowledge of MS Excel, MIS, Tally, and Taxation with GST.

I wish to contribute towards organizational goal through my technical skills, hard work and initiative.

PROFESSIONAL QUALIFICATION:

Qualification: CA Intermediate Group 1Year of Passing: Feb 2021

University/Board: Institute of Chartered Accountants of India, New Delhi

Qualification: CA Foundation Year of Passing: Feb 2020

University/Board: Institute of Chartered Accountants of India, New Delhi

ACADEMIC QUALIFICATION:

1. Qualification: Bachelor of
Commerce Year of Passing:
Pursuing

University/Board: C.C.S University, Meerut

2. Qualification: Intermediate Year of Passing: 2019

University/Board: CBSE Score/Marks: 78%

3. Qualification: High School

Year of Passing: 2017

University/Board: CBSE Score/Marks: 80%

ACHIEVEMENTS:

§ Represented school as a part of the student delegation from the NCR region for the Event “CONFLUENCE-2000”, held at HYDERABAD.

§ As Captain of the school cricket team. State-level cricket player.

§ Won First prize in Inter-school Quiz Competition

HONOURS AND AWARDS:

§ A consistent scholarship holder school.

§ Won 2nd Prize in the Inter-school Debate Competition.

SKILLS:

MS- Office, Tally, Advance Excel, Payroll, MIS

Good Communication Skills, Analytical Skills and Decision Making

PERSONAL DETAILS

Father's Name : Mr. V.P.

Singh Date of birth : 17th

June, 19xx Gender :

Female

Language Known : English, Hindi

DATE: 24th July 20XX

PLACE: XXX

(NAME) XXX

To
Manager (HR)
XYZ
28, Jawahar Park New Delhi 1100xxx
Dated: 24th July 20XX
Subject: Application for the post of Chartered Accountant Dear Sir,

Greetings! I am writing to express my interest in the above position in your esteemed firm. I have the requisite education and skills mentioned for the position. Kindly find my detailed resume for your perusal/reference.

I did my articleship with M&M consultants, highly reputed firm having large client base ranging from small, medium to large scale organizations. Owing to rich experience in diverse areas such as accounts, auditing, taxation and compliance, I gained a lot of knowledge that would come handy in my professional journey ahead. I would much appreciate the opportunity to contribute to your ongoing growth and continued success.

I look forward to present myself for a personal interaction as per your convenience. I assure you that I shall work with utmost commitment to your firm.

Thanks you for your consideration.

Sincerely yours XXX

Address: XXX



RESUME

Name: XYZ

Address: A-29, Radha Krishna Garden New Delhi, 1100xx

Email Id: xxx@gmail.com

Mobil No.- +91xxxxxxxxxxx

CAREER OBJECTIVE:

I seek to join a firm where I can learn various aspects of profession and use my skills and knowledge of MS Excel, MIS, Tally, and Taxation with GST.

I wish to contribute towards organizational goal through my technical skills, hard work and initiative.

PROFESSIONAL QUALIFICATION:

1. Qualification: CA

Final Year of Passing:

Jan 2021

University/Board: Institute of Chartered Accountants of India, New Delhi

2. Qualification: CA

Foundation Year of

Passing: XX 2016

University/Board: Institute of Chartered Accountants of India, New Delhi

ACADEMIC QUALIFICATION:

3. Qualification: Bachelor of Commerce

Year of Passing: XX 2019

University/Board: Delhi University

4. Qualification: Intermediate

Year of Passing: XX 2016

University/Board: CBSE Score/Marks: 78%

5. Qualification: High School

Year of Passing: 2014

University/Board: CBSE Score/Marks: 80%

WORKING EXPOSURE

As an Article Assistant in M&M Consultants

Responsibilities: Efficiently worked as Audit Assistant, and worked as an effective team member for handling the Statutory Audits & Tax Audit assignments

ACHIEVEMENTS:

§ Represented school as a part of the student delegation from the NCR region for the Event "CONFLUENCE-2000", held at HYDERABAD.

§ As Captain of the school cricket team. State-level cricket player. § Won First prize in Inter-school Quiz Competition

HONOURS AND AWARDS:

§ A consistent scholarship holder school.

§ Won 2nd Prize in the Inter-school Debate Competition.

SKILLS:

MS- Office, Tally, Advance Excel, Payroll, MIS

Good Communication Skills, Analytical Skills and Decision Making Skills

PERSONAL DETAILS

Father's name : Mr. XXXX

Date of birth : xxx,19 xx

Gender : Female

Language Known : English, Hindi

DATE: 24th August 20XX

PLACE: XXX

(NAME) XXX

1. Write a chronological resume, applying for articleship in a firm.
2. Write a functional resume to apply for applications in the Accounts Department as an accounts officer.
3. Write a chronological resume, applying for industrial training in an organization.

Answer

1.

Keshav

822, Adithya flats

RA Puram, Chennai-28XXXXXXX

Email : keshavram@gmail.com

Objective: To be part of a reputed Firm for articleship training where I can learn and practise the nuances of auditing, accounts and taxation.

Academics:

CA Intermediate	2020	62%
CA Foundation	2019	85%
Class XII	2019 Commerce with Mathematics	98%
Class X	2017	96%

Achievements:

Have been an outstanding student throughout my student career. Won the All-India School business quiz and won a cash award of Rs.25,000

Skills:

Exceptionally good at debating and oratory. Excellent communication and comprehension skills.

Personal Details:

DOB-	June21, 2002
Languages known	Hindi, Tamil, English and Marathi
Permanent Address	822, Adithya flats RA Puram, Chennai-28.

Declaration

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date 26th Feb2021.

Keshav Ram

Place Chennai

2. Abhinav

3.

9178654321

Mail: Abhinav@gmail.com

Birthday February 21, 2018.

Career objective

Seeking an Accounts Officer's post in a progressive organisation to hone my accounting skills and technical abilities.

Technical skills

Tally

Accounting Standards

GST Standards

Personal Skills

Excellent written and verbal communication skills

Highly organised and efficient

Ability to work in dependently and as part of a team

Education

M.Com 2018 XYZ University 69%

B.Com 2016 XYZ University 72 %

Experience

Two years of experience from 2018-2020 as Accounts Officer at BBB Electronics Retail Chain

Skills

Taxation(GST), Auditing and Accounts

References can be provided upon request.

Declaration

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date 26-2-21

Place Chennai

Abhinav

4.

Ananya

123, Aditi Apartments

T. Nagar, Hyderabad

Xxxxxxxx

Email : ananya12@ict.com

Objective: To be part of a reputed organisation for industrial training where I can enrich my soft skills and hone my technical skills in auditing, accounts and taxation.

Academics:

CA Intermediate	2019	60%
CA Foundation	2017	84%
Class XII	2017	CommercewithMaths 96%
Class X	2015	95%

Articleship Training :

Completed 1.5 years at ABC Pvt. Ltd. Firm top tax consulting firm in Hyderabad

Achievements:

Stood first in Accounts in class XII with 99% Won first prize in inter school debating competition in class XII Part of the School Cricket team

Skills:

Exceptionally good at debating and oratory.
Excellent communication and comprehension skills.

Personal Details:

DOB- Nov 12, 2000
Languages known Hindi, Telugu, English

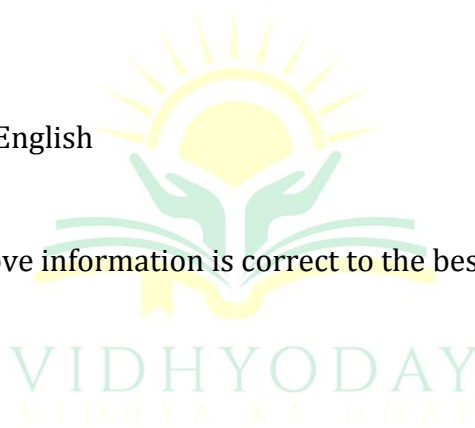
Declaration :

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date 26th Feb 2021.

Ananya

Place Hyderabad



RTP – NOVEMBER 2020

1. Mr. Mohit Agarwal, a resident of Meerut, have recently come across an advertisement, for a job vacancy in a leading TV Channel for the post of journalist, in The Times of India. Draft a Résumé alongwith a cover letter in response to the advertisement.
2. You have recently qualified CA Intermediate and willing to join practical training. Draft a résumé, highlighting your education, technical skills and achievements.

Answer 1

Cover Letter

To
Manager (HR) ABC TV FGH Media Pvt Ltd
Mandi House New Delhi.

Date: Sep10,20XX

Dear Sir/Madam,

Subject: Application for the post of Journalist Greetings for the day!

I am writing this letter to express my interest in the position of Journalist as advertised in the SDF national daily, Careers section dated, Sep 1, 2020.

I fulfill all the educational and professional requirements as specified in the advert. I am a post graduate in Media Studies from ASD University and interned at renowned media houses (print and TV). I have two years of relevant experience. Currently, I am heading the regional news section at XYZT Vat their Meerut office.

My detailed résumé is appended herewith for your perusal. Looking forward for a positive response.
Best Regards,

Mohit Agarwal

36, Civil Lines, Meerut, U.P.

Résumé

OBJECTIVE:

Mohit Agarwal

36, Civil Lines Meerut, U.P.

Phone:98XXXXXXXX

Email:abc@xyz.com

To be associated with an organisation that offers tremendous opportunities for growth and autonomy, providing a challenging environment to harness my creatives treak, innovative ideas and utilise my experience as a media correspondent to the maximum.

SUMMARY

- One year of experience as a staff correspondent in CVB TV.
- Two years of experience as Head Regional News XYZ TV
- Proven skills in content planning, selection and presentation.
- Excellent Reporting skills in English and Hindi.

EXPERIENCE

- 2016–PRESENT Head Regional News XYZ TV Meerut
- Planning and deployment of staff correspondents
- Sponsorship Planning from corporate and medias houses
- Staffs election and Training
- Media Planning for regional corporate houses

2015– 2016 Staff Correspondent CVB TV

Capturing Events

Conceptualising stories

Presenter for “Khufia” section of Daily News

EDUCATION

2014, Masters in Mass Comm, ASD University, New Delhi 2012, English(Hons), ASD University, New Delhi

INTERNSHIPS

2014, 2 months at World Journalists Association (Articles Section)2013, 4 months at CNNTV in News production and planning

SKILLS

Well versed with Media Software Meticulous Planning and Execution skills with an eye for detail

PERSONAL DETAILS

Date of Birth 15 June,1992
 Marital Status Unmarried
 Languages Known English, Hindi

DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Answer 2

Résumé

Name
 Address NewDelhi-110044
 Email ID: youreail@gmail.com
 Mobile No.-+91-XXXXXXXXXX

Objective

I seek to join a firm where I can learn various aspects of profession and use my skills and knowledge of MS Excel, MIS, Tally, and Taxation with GST.

I wish to contribute towards organisational goal through my technical skills, hard work and creativity.

Academics

Qualification	University/Board	Year of Passing	Score/Marks
B.Com	DU	Pursuing	
CA Intermediate	ICAI	2018-19	67%
CA Foundation	ICAI	2017	75%
XII	CBSE	2016-17	90%
X	CBSE	2014-15	93%

Skills

MS-Office, Tally, Advance Excel, Payroll, MIS Good analytical and decision making skills

Achievements

As captain of the school cricket team won 3 consecutive zonal inter-school championship matches
 Stood first in school in Maths Olympiad

Stood second at the state level 'Sudoku' championship

Personal Details

Father's Name:

Date of Birth:

Nationality:

Declaration I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Signature

1. Your Company is launching a new product in the next year. Prepare the minutes of the meeting for the same. Members in the meeting; Head of the Sales and Marketing, Product head, and concerned Team Member.
2. As an employee of an academic institute, prepare the agenda of an upcoming partner's visit in tabular format.

Answer

A-12 F-Block,

C-16/A, Sector- 04 Juinagar NaviMumbai-400705

prashantkr.@gmail.com

09 December, 20XX

The

HRD

S.R. Pvt Ltd. Andheri East Mumbai-400069

Dear Sir/Ma'am,

Subject: Application for the Post of Trainee Finance

This is with reference to your advertisement in 'Hindustan Times' dated 06 December, 20XX, for the post of Trainee Finance in your organization. I wish to apply for the same.

I am conscientious, punctual and open to learning. I have just completed CA Intermediate from ICAI. I am looking for positions as Trainee (Finance/Tax/Audit) for articleship. If given the opportunity, I am open to learning and prepared to work hard to enrich my knowledge.

I am enclosing my résumé herewith for your reference. I shall be available for an interview through online or face to face on any day of your convenience.

I look forward to a positive response!

Your Sincerely,

Prashant Kumar

Enclosure:

1. Résumé

RAVI PRAKASH GOEL

A-12 F-Block,

C-16/A, Sector-04 Juinagar

Navi Mumbai-400705

Mob.:+91-XXXXXXXXXX

Email:prashantkr.@gmail.com

Profile:

- Hard working, punctual, strong team player
- Confident working with computers and technology

Educational Qualifications:

S. No.	Examination/ Degree/Course	Subject/Stream	Institute/College	Board /University	Year of Passing	Percentage/ Division
1	CA Intermediate	Finance, Taxation, Auditing	ICAI, New Delhi	ICAI, New Delhi	Nov2019	65%
2	Higher Secondary	Commerce	St. Holly Public School, Mumbai	CBSE	2014	87%
3	Secondary	Commerce	St. Marry Public School, Mumbai	CBSE	2012	85%

Professional Skills:

Finance, Taxation, Auditing

Intra personal Skills:

Excellent Communication Skills

Highly organized and efficient

Ability to work independently

Ability to work in team

Proven leadership skills and ability to motivate

Language Known: English, Hindi, Marathi (Comm.)

Hobbies: Reading Novels, Travelling, Interacting with people

Personal Details:

Father's Name: XYZ

Mother's Name: YYX

DoB: XYZ

Gender: Male

Nationality: XYZ

Marital Status: Single/Married

References:

Tripti Sharma CA.SanjayMishra

Assistant Professor XYZ Associates,

ABC College of Commerce

XYZ University

Email:xyz@gmail.com Email:*****@gmail.com

Declaration: I solemnly declare that the above information is correct to the best of my knowledge and belief.

Date: XX December, 20XX

Place: Mumbai

(PRASHANTKUMAR)

Answer 2

F-26 E, Sector-11 Kavi Nagar Ghaziabad-02

Email:shikhakr.@gmail.com

16 December,2019

The HRD

Natural Gas Transmission Company(GAIL)

New Delhi -01

Dear Sir/Ma'am,

Subject: Application for the Post of Industrial Trainee (Articles)

This is with reference to your advertisement on the website in career column for the post of Article Trainee at GAIL. I have just completed second year of my articleship from ABC associates, are puted firm and completed CA Intermediate in November 2017 in the first attempt.

I am keen to learn, focused and target oriented.

I will be ready available for a personal interaction anytime as per your convenience. I look forward to a positive reply.

Your Sincerely,

Shikha Kumari

Enclosure:

1. Curriculum Vitae

Shikha Kumari XYZ Company Ghazia

bad-06 Phone:+91- XXXXXXXXXX

E-mail:shikhakr.@gmail.com



Profile/Objective:

- Sincere, honest, punctual and devoted professional with a zest of learning. Seeking a position that provides substantial learning opportunities and exhorts me to take up challenges/initiatives and learn from them there by creating and adding value to the team as well as the organization

Educational Qualifications:

- Completed 2 years of articleship from XYZ company in December 2019.
- Completed CA Intermediate in Nov 2017.
- 10+2, from CBCE, New Delhi, 2012, with higher 1st Division.
- 10th from CBCE, New Delhi, 2010,with higher 1st Division.

Achievements:

- Got prize for standing first in National Quiz at XW Orgin 2015.

Language Known:

- English, Hindi, Punjabi, Marathi,(Comm.)

Workshop /Training Programme /Academic Participation:

- Participated in International Conference at Pune in December 2019.
- Participated in International Lecture on "LEARNT OF IND YOUR HIDDEN TALENT" delivered by

Geshe Michael Roach, at Presidency College, Kolkata, (INDIA), on 13 Feb.2017.

- Participated in Human Value “Harmony” workshop organized by IIT, Delhi, Varanasi from 31 Jan.-03 Feb.2016.
- Participated in One-week workshop on Accounting at regional centre, Mumbai, from 12Jan.-21 Jan. 2016.
- Participated in one-week training programme on Accountancy, Mumbai from 4 Dec.-23 Dec. 2014.

Declaration: I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Place: New Delhi

Date: 12.12.20XX

(SHIKHAKUMARI)

MTP – MAY 2021(SERIES 1 & 2)

Prepare a cover letter and detailed résumé in the functional format for a candidate applying for the post of Article Assistant in a CA firm

Name: XXX

Qualifications: CA Intermediate one group

Answer

Cover Letter

To Date: Apr 3, 20XX

Manager (HR)

ASD Consultants

A-12/3, Sham Nagar New Delhi 1100xx

Sir,

Subject: Application for the post of Articled Assistant

Greetings for the day! I am writing this letter to express my interest in the position of Articled Assistant in your firm.

I have qualified CA Intermediate Group-1 in January 2021. Right now, I am looking for an opportunity in a prestigious firm like yours so that I can learn different aspects of the profession and make a worthy contribution.

I am ready to present myself for a personal interaction as per your convenience. I assure you that I shall work with utmost allegiance to your firm.

My detailed resume is enclosed herewith for your perusal. Looking forward to a positive response.

Best Regards, XXX

C-12, S. Enclave, New Delhi- 1100xx

Resume Name: XXX

Address: C-12, S. Enclave, New Delhi-1100xx

Email id: XXX@gmail.com

Mobile No.- +91 XXXXXXXXX

Objective

I seek to join a firm where I can learn various aspects of profession and use my skills and knowledge of MS Excel, MIS, Tally, and Taxation with GST.

I wish to contribute towards organizational goal through my technical skills, hard work and initiative.

Academics

Qualification	University/Board	Year of Passing	Score/Marks
B.Com	DU	Pursuing	
CA Intermediate Group-1	ICAI	Feb 2021	66%
CA Foundation	ICAI	2020	72%
XII	CBSE	2019	93%
X	CBSE	2017	90%

Skills

MS-Office, Tally, Advance Excel, Payroll, MIS Good analytical and decision making skills

Achievements

- As captain of the school cricket team won 2 consecutive zonal inter- school championship trophy
- Part of the team that won the third prize at the national inter-school quiz contest organized by Ministry of Education and HR in 2019

Personal Details

Father's Name:

Date of Birth:

Nationality:

Declaration

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date: XXX, Signature

MEETINGS

NOVEMBER 2021

1. The Marketing Head of ABC Co – Northern Region, a car manufacturing company, plans to conduct a Monthly Sales Meeting. Set an agenda for the meeting (introducing new starters; health & safety update; product revision update; Sales results & forecasts; New product launch; upcoming initiatives)
2. An organization ABC Co., had a quarterly sales meeting of Zone A, B, C & D. The senior management along with managers from all zones, Manager Sales & Marketing, Production Manager, Senior Manager Accounts and Tech-range Chief Engineer discussed various issues like health & safety update, product revision update, sales results & forecasts; Prepare minutes of the meeting with participants in discussion.

Answer 1

(Meeting Title) Monthly Sales Meeting – ABC Co – Northern Region

(Venue, Time, Date)	Agenda	Topic	Details	Speaker	Duration
Conference Room, ABC Co., New Delhi 0900 hrs Monday xx/xx/xxxx					
	Light Refreshment 0830 hrs –				
09:00	Introduction / Overview		New starters Mr. RS and Mr.MG Guests: Ms. AB, Zonal Manager; Mr.SC Off-shore Product Manager; and Mr. S V Tech-range Chief Engineer.	Mr. PJ, Meeting Co-ordinator	15 Mts
09:15	Health and safety update.		Revised procedures for hazardous chemicals near Sunder Van Production facility.	Mr. RL Production Manager	15 mts
09:30	Product revision update.		Discussion on Model 4. New Product to be demonstrated	Mr. RL Production Manager	30 mts
10:00	Coffee break				15 mts
10:15	Sales results & forecasts.		Presentation on forecast followed by discussion	Mr. AK, Zone A; Ms., Zone B; Ms. R G, Zone C; Mr. TR, Zone D	60 mts
11:15	Upcoming initiatives.		Brainstorm session – How can we accelerate R&D w.r.t the off shore sector?	Mr. RL Production Manager with team	45 mts
12:00	Meeting review, questions.			Mr. PJ Meeting Co-ordinator	30 mts
12:30	Thank you note			Mr. RJ Chairperson	10 mts
12:40	Lunch				

Answer 2

Participants in attendance: Managing Director, Zonal Managers, Manager Sales & Marketing, Product Manager, Senior Manager Accounts and Tech-range Chief Engineer.

Date: July 8, 20xx

Meeting started at 10:00 am.

Participants: Ms. HT, MD, Mr. RK, Managing Director, Mr. PL, Production Manager, Mr. A K, Sales & Marketing Manager, Mr. AS (North Zone) and Ms. DS (West Zone), Zonal Heads, Marketing

Mr. RK, Managing Director briefly introduced the agenda of the meeting i.e., update on health & safety issues, product revision, sales results & forecasts; new product launch, major accounts initiatives; new company car scheme, awards and incentive.

Mr. PL, Production Manager

- Presented revised procedures for hazardous chemicals at New Delhi production plant. Same procedure will be followed in all production plants.
- Presented Product revision update about Tech-range Model 4 now has stand-by mode control.
- The product will be demonstrated next month.

Mr. A K, Sales & Marketing Manager presented details about Sales in the previous quarter & gave targets to the Zonal Heads to be circulated to the Sales and Marketing Departments.

Zonal Heads, Marketing

- Mr. AS and Ms DS presented Sales forecast and Advertising/Marketing ideas and strategies.
- They presented the list of prospective clients and upcoming marketing activities.

Ms S, Production Manager along with Tech-range Chief Engineer

- Presented details about new product range to be launched next month.
- Demonstrated the product performance data, USPs, benefits for key sectors, and details of launch promotion.

Ms. HS Senior Manager Accounts

- Budget Allocation
- Proposed session on cost cutting ideas across all sections in the organization
- With the permission of MD fixed it as chief agenda for next meeting MD delivered vote of thanks Group to again meet on August 8, 20xx at same time.

RTP – MAY 2021

1. Your company, primarily into FMCG has witnessed a steep rise in a consumer product over the last six months. You can mention the product as soaps, detergents, sanitizers etc. Prepare the minutes of the meeting for the same. Members in the meeting: Head of the Sales and Marketing, Product Head, Product lead and few team members.
2. As an employee of a medical firm, prepare the agenda of a meeting discussing the pros and cons of the new vaccine for Covid 19. And discuss how it is going to affect your company sales. Use the tabular format and include senior executives in the meeting.

Answer

1. Minutes of the Meeting

Speakers involved were: Head of Sales and Marketing, the Product Head, Product lead, three members of the Sales team.

Date: 1st March, 2021

Meeting started at 10:00 am.

Mrs. Rama Desai, Head of Sales and Marketing informed the agenda of the meeting i.e. the steep rise in the sale of Hand wash (liquid) form.

Mr. Rahul Sharma, Product Head discussed the matter, appreciating the Sales and Marketing team. Suggested to come up with a new variant of the product in different fragrances and volumes.

Ms. Garima Thakur, Costing Head gave a detailed analysis of the figures observed in the last six months.

Her team including Mr. X, Mr. Y and Mr. Z elaborated on the market trends based on the usage of the particular product

All the participants agreed to the decision of introducing a new variant of the product and come back with a detailed report.

Conclusion Stated: ATR to be submitted by 7th March, 2021 to the Head of Sales and Marketing.

2.

Time	Topic	Attendees	Speaker	Duration
9:30 am	Introduction and Welcome note	Name of the participants	Director, Product Division (Pharmacy)	10 mins.
9:40 am	Speech	Name of the participants	Pharmacy Head	25mins.
10:05 am	Discussion on effect on sales figures	Name of the participants	Sr. Sales Manager,	25mins
10:30 am	Tea/Breakfast	Tea/Breakfast		30mins
11:00 am	Discussion adopting on and new improvising patents		Sr. Manager, Pharmacy	20mins
11:20 am	Open House	All participants	All members	20mins
11:40 am	Vote of Thanks	All participants	Director	10mins.

RTP – NOVEMBER 2020

1. You are the CEO of a pharmaceutical company. In light of the Corona virus pandemic, your company has witnessed a high demand of Paracetamol drugs. However, the company infrastructure and employee strength does not allow you to cater to the demand. Prepare the minutes of the meeting, discussing this concern. Members involved in the meeting are, CEO, Product Head, Pharmacy experts, Business Lead, Head of sales.
2. You are a senior personnel of a food chain which has suffered severe losses due to the lockdown imposed in the country as a result of the virus pandemic. Discuss the future plans regards to uplifting the business. Include Director, Sales and Marketing, Retail head, Supply Chain Head, Procurement Personnel and other senior members. Details to be tabulated.

Answer

Minutes of Meeting

Participants attendance: CEO, Head of Sales and Marketing, the Product Head, Business lead, Pharmacy experts

Date: 7th August, 2020

Meeting started at 11:00 am.

Mr. S S, Head of Sales and Marketing informed the agenda of the meeting i.e., in capability in meeting business demands

Mr. RV, Product Head expressed concern over the matter; discussed ways of increasing production.

Mr. AP, Business lead gave a detailed analysis of the figures observed in the last six months and also suggested few changes in business strategies

Pharmacy lead and team: Proposed ways of a ligning with the increased production. Patent laws also discussed.

Mr. AB, CEO Gave a vote of thanks and appreciated the views and suggestions of members present.

All the participants agreed to the concern and comeback with a detailed report.

ATR to be submitted by 20th Aug, 2020 to the Head of Sales and Marketing and CEO.

1) Minutes in tabular form

Time	Topic	Attendees	Speaker	Duration
8:15 am	Introduction Welcome note and	Name of the participants	Director, Sales	15 minutes
8:30 am	Discussion on flexible business plans	Name of the participants	Retail head	30 mins.
9:00 am	New trends discussed	Name of the participants	Supply Head chain	30 mins
9:30 am	Tea/Break fast	Tea/Breakfast		30mins
10:00 am	Suggestions made for better procurement means	Name of the participants	Procurement Head	20mins
10:20 am	Open House	All participants	All members	20mins
10:40 am	Vote of Thanks	All participants	Director	10mins.

Answer 2

Acknowledgements: The Communication Division is extremely thankful to all people who extended their help and provided valuable inputs in preparing this report. A special thanks to our Mr. A, Ms. B and Ms.C for their knowledge sharing

Contents: List the topics in bullet for min serial order.

In augural address by Head HR describing

- Need for the webinar
- Agenda of the webinar
- Role of communication
- Impact on CA's
- Current scenario and digitalisation

Summary: Write a brief summary of the complete report. Not more than 5-6 lines. It gives an overall view of the report. Include graphs/illustrations if needed.

RTP – MAY 2020

1. Your Company is launching a new product in the next year. Prepare the minutes of the meeting for the same. Members in the meeting; Head of the Sales and Marketing, Product head, and concerned Team Member.
2. As an employee of an academic institute, prepare the agenda of an upcoming partner's visit in tabular format.

Answer 1

Date: 16 December 20XX

Venue: Conference Room, II Floor Meeting Started at 04:00 P.M.

Mr. A, Head of the Sales and Marketing, gave an introduction and purpose of the meeting. Mr. B, Product head spoke about the new product.

Ms.C, Regional Manager, Business, gave a detailed project report. (market surveys, future aspects challenges included). Participants approved of Ms.C's report. Appreciated he meticulous detailing.

Mr. D, Marketing Head discussed the market scenario, demand and supply and customer interest.

Mr. E, Head Finance, gave details of costing, Finance team led by Mr. F, Mr. G, and Ms. H were part of the presentation.

The Head, Sales and Marketing declared an open house for participants to put up their concerns, and finally gave a vote of thanks.

Proposals for more funds put forward. Tender to be released. ATR will be submitted by 22 December, 20XX.

Answer 2

Tabular Agenda

Time	Topic	Attendees	Speaker	Duration
10:30 AM	Introductory meeting and Welcome Note	Director, Registrar, Exam In-charge, Senior Faculty (all depts.)	Director of the Institute	10 Minutes
10:40 AM	Speech	Director, Registrar, Exam In-charge, Senior Faculty (all depts.)	Hon'ble Mr. Partner	25 Minutes
11:05 AM	Discussion on new courses and departments	Director, Senior Faculty	Head, Department of the(subject)	25 Minutes
11:30 AM	Brunch	Brunch	Bruch	30 Minutes
12:00 Noon	Need to the Course/scope	Director, Registrar Senior Faculty	Prof. X, Subject Expert	20 Minutes
12:20 PM	Open House	Director, Registrar Senior Faculty	All members	20 Minutes
12:40 PM	Vote of thanks	Director, Registrar Senior Faculty, Partner(Mgmt)	Director of the Institute	10 Minutes

MTP – MAY 2021(SERIES 1)

You are Senior Manager in a company. Due to the pandemic, the company had to allow work from home to employees travelling long distances. Others residing close by to attend office thrice a week. Prepare minutes of a meeting discussing the arrangements and resources to be provided to employees. Include the IT staff and supervisors. (5 Marks)

Answer

Minutes of the Meeting

Participants in attendance: Senior Manager Accounts, IT head, IT Executive, Senior Executives (supervisors) Manager Client Relations

Date: April 3, 20xx

Meeting started at 11: 00 am.

Mr. ST, Senior Manager Accounts informed the agenda of the meeting i.e. making arrangements to facilitate work from home and preparing a roster for others to attend office thrice a week.

Mr. RR, Mr. SD and Mr. MP Senior Executives presented details of their subordinate staff including their address and mode of transport (own or public)

Mr. ST asked Mr. RR, Mr. SD and Mr. MP to

- Prepare a roster for staff residing within 5 km radius from the office
- Circulate the same amongst staff members
- Plan a regular reporting system through mails and Whats App Groups about critical tasks
- Regular virtual meetings with the staff on Blue jeans/ Zoom
- Send a mail asking their staff to request for Laptops and plug-in internet devices OR They may carry their desktops home with prior approval from the IT section.
- Contact Mr. DR IT Executive, to assist them to remotely access their office desktop from their laptops from home in case of any exigency.

Mr. ST asked Mr. RV IT Head to procure at least 20 laptops with internet plug-ins to be given to the staff. Mr. RV to report to Mr. ST in 3 days.

Mr. ST asked Mr. TR Manager Client Relations, to prepare a list of deliverables to various clients and to share complete details regarding outstanding payment to be received.

Mr. ST delivered vote of thanks.

ATR to be submitted by Mr. RR, Mr. SD and Mr. .MP, Mr. RV and Mr. TR to Mr. ST by April 7, 20xx Group to again meet virtually on April 8, 20xx at same time.

MTP – MAY 2021(SERIES 2)

Minutes

Participants in attendance: Managing Director, Senior Manager Sales and Marketing, Manager Customer Care, Manager HR

Date: April xx, 20xx Meeting started at 11: 00 am.

Mr. CM, Managing Director briefly introduced the agenda i.e. to suggest measures to be introduced by the participating departments to popularize their product line.

Mr. SM, Senior Manager Sales and Marketing proposed that advertising strategy should be focused on social media platforms such as Youtube, Face book, Instagram etc. He suggested

- small videos to be uploaded featuring actual users using the products in real time as a demonstration of the product. These users can be families of employees.
- small videos to be uploaded with the users endorsing the products, specifically discussing the quality parameters and ease of usage.
- Product review and feedback including product rating to be sought in writing from the users.

Mr. MN, Manager Customer Care proposed that a toll-free customer care helpline be initiated to render information about the products, their usage and grievance redressal. He further suggested to outsource the service to a call centre.

Mr. FA, Manager HR expressed his concerns over monitoring and supervision of the outsourcing entity.

Mr. CM directed Mr. MN and Mr. FA to jointly prepare a concept paper on outsourcing, discussing its pros and cons and complete work details.

ATR to be submitted by Mr. SM, Mr. MN and Mr. FA in the next 10 days latest by April xx,20xx.Group to again meet virtually on May x, 20xx at same time.

PART A

Chapter-1 Communication

1. Explain any two characteristics of nonverbal communication.
2. Briefly describe the process of communication.

Answers

1. The two characteristics of nonverbal communication are:
 - (i) Physical nonverbal communication which includes an individual's facial expressions, gestures, stances and other physical signals.
 - (ii) Paralanguage refers to voice quality, intonation, pitch, stress, tone and style of speaking.
2. In communication process, a sender (encoder) encodes a message and then using a medium/channel sends it to the receiver (decoder) who decodes the message and after processing information sends back appropriate feedback/reply using a medium/channel.

Part-B

Chapter-2 Sentence Types, Active-Passive Voice and Direct-Indirect Speech

1. Change the following sentences from passive voice to active voice.
 - (a) The new blue car was stolen by a noted gangster.
 - (b) A bill was passed by the Parliament this year.
 - (c) Accounts is being taught by Mr. Sharma.
 - (d) The cookies were stolen by the little kid.
 - (e) A type of air pollution is caused by hydrocarbons.
2. Change the following sentences from active voice to passive voice.
 - (a) Jack is building a house.
 - (b) A burglar broke the window.
 - (c) I was watering the plants.
 - (d) The teacher wrote an essay on the blackboard.
 - (e) Star channel will telecast a new show soon.
3. Change the following sentences from indirect to direct speech.
 - (a) Radha asked me to wait there until she returned.
 - (b) John said that German was easy to learn.
 - (c) The speaker asked to be quiet and listen to him.
 - (d) The helper urged to call the ambulance.
 - (e) The Guru ordered his student to shoot the arrow.

Answers 1

- (a) A noted gangster stole the new blue car.

- (b) The Parliament passed a bill this year.
- (c) Mr. Sharma is teaching Accounts.
- (d) The little kids stole the cookies
- (e) Hydrocarbons cause a type of air pollution

Answers 2

- (a) A house is being built by Jack
- (b) The window was broken by a burglar.
- (c) The plants were being watered by me.
- (d) An essay was written by the teacher on the blackboard.
- (e) A new show will be telecasted by Star channel soon.

Answers 3

- (a) Radha said, 'Wait for me here until I return'.
- (b) John said, 'German is easy to learn'.
- (c) The speaker said, 'Be quiet and listen to me'.
- (d) The helper said, 'Call the ambulance'.
- (e) The Guru said to the student, 'Shoot the arrow'.

Chapter-3 Vocabulary

1. Choose the similar meaning of the words given. (Synonyms)

1. INNUNDATE

- (a) Overcome
- (b) Original
- (c) Overload
- (d) Outside

2. PETITION

- (a) Appeal
- (b) Protest
- (c) Revolt
- (d) Believe

3. REJOICE

- (a) Rework
- (b) Ghostly
- (c) Intelligent
- (d) Pleasure

4. CALLOUS

- (a) Heartless

- (b) Concerned
- (c) Primary
- (d) Very old

2. Choose the correct meaning of the idioms given below.

(a) The best of both worlds

- (i) To travel around the world
- (ii) An ideal situation
- (iii) A good sign
- (iv) To have a strong memory

(b) Add fuel to the fire

- (i) To burn something
- (ii) To discuss fuel prices
- (iii) To do risky things
- (iv) To add more to an existing problem

(c) A piece of cake

- (i) Like to have cake
- (ii) Anything sweet
- (iii) To remain happy always
- (iv) An easy thing to do

(d) Bed of roses

- (i) A garden with roses
- (ii) Being comfortable
- (iii) To keep dreaming
- (iv) To count the advantages

(e) Go the extra mile

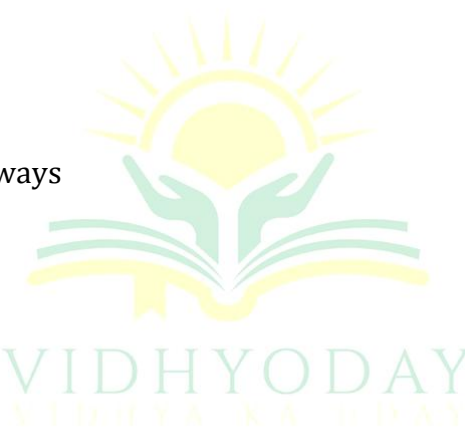
- (i) To walk a lot
- (ii) To get tired easily
- (iii) Make an extra effort
- (iv) To get distracted

(f) Put your foot in your mouth

- (i) Say something you shouldn't be saying
- (ii) To be good at aerobics
- (iii) To take criticism
- (iv) Easy going attitude

(g) Step up your game

- (i) To quit



- (ii) To take things easily
- (iii) Start accepting faults
- (iv) Start performing better

Answers 1

1.	c	2	a	3	d	4	a
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Answers 2

(a)	(ii)	(b)	(iv)	(c)	(iv)	(d)	(ii)	(e)	(iii)	(f)	(i)	(g)	(iv)
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Part-C

Chapter-4

Read the following passage carefully and answer the questions at the end of each passage.

Passage 1

A stout old lady was walking with her basket down the middle of a street in Petrograd to the great perplexity of the traffic and with no small peril to herself. It was pointed out to her that the pavement was the place for pedestrians, but she replied: 'I'm going to walk where I like. We've got liberty now.' It did not occur to the dear old lady that if liberty entitled the pedestrian to walk down the middle of the road, then the end of such liberty would be universal chaos. Everybody would be getting in everybody else's way and nobody would get anywhere. Individual liberty would have become social anarchy.

There is a danger of the world getting liberty-drunk these days like the old lady with the basket, and it is just as well to remind ourselves of what the rule of the road means. It means that in order that the liberties of all may be preserved, the liberties of everybody must be curtailed. When the policeman, at Piccadilly Circus steps into the middle of the road and puts out his hand, he is the symbol not of tyranny but of liberty. You may not think so. You may, being in a hurry, and seeing your car pulled up by this insolence of office, feel that your liberty has been outraged. How dare this fellow interfere with your free use of the public highway? Then if you are a reasonable person, you will reflect that if he did not interfere with you, he would interfere with no one, and the result would be that Piccadilly Circus would be a maelstrom that you would never cross at all. You have submitted to a curtailment of private liberty in order that you may enjoy a social order which makes your liberty a reality.

Liberty is not a personal affair only but a social contract. It is an accommodation of interests. In matters which do not touch anybody else's liberty, of course, I may be as free as I like. If I choose to go down the road in a dressing-gown, who shall stop me? You have the liberty to laugh at me, but I have the liberty to be indifferent to you. And if I have a fancy for dyeing my hair, or wearing an overcoat and sandals, or going to bed late or getting up early, I shall follow my fancy and ask no man's permission.

Questions

- In the phrase 'symbol not of tyranny but liberty', what does the word tyranny mean?
(para 2)
- What is the narrator trying to preach by means of this passage? State in two sentences.
- What reason did the lady give for her walking in the middle of the road?
- Select the suitable synonym for the word 'perplexity' as used in the passage:
(a) Morality (b) Pleasure (c) Confusion (d) Horror
- According to the author, what is liberty?

Passage 2

The sage of science, Einstein, was sitting in a depressive and pensive mood one evening. His eyes were brimming with tears. The pain was evident on his face. He peeped out of the window of his room. The sun had set a few minutes back. The sky was filled with a reddish glow. At this sunset, he felt that it was humanity that had sunk into devilish darkness and the reddish glow in the sky was the blood of humanity spilling all over the sky from earth. With tired steps, he walked back to his chair and settled down. It was the 9th of August 1945. Three days back, he had felt the same agony as if someone had torn him apart. He was deeply hurt and depressed when he heard on the radio that America had dropped an atom bomb on the Japanese city, Hiroshima. Today, within three days another bomb was dropped on another city, Nagasaki and lakhs of people had been killed.

He had heard that the blast released so much energy that it had paled all past destructions in comparison and death had played out a pitiable dance of destruction. The flames that broke out of the bomb were burning, melting and exploding buildings. Scared of the heat of the bomb, people had jumped into lakes and rivers, but the water was boiling, and the people too were burnt and killed. The animals in the water were already boiled to death. Animals, trees, herbs, fragrant flowering plants were all turned into ashes. The atomic energy destruction had just not stopped there. It had entered the atmosphere there and had spread radiation that would affect people for generations to come and would also ring about destructive irreversible biological changes in animals and plants. As the news of the atomic attack reached Einstein, and he became aware of the glaring horror of the abuse of atomic energy, his distress and restlessness knew no bounds. He could not control himself and picked up his violin to turn his mind on to other things. While playing the violin, he tried to dissolve his distress in its sad notes but couldn't. He was burning on the embers of destruction; his heart was filled with an ocean of agony and tears just continued streaming uncontrollably out of his eyes. Night had fallen. His daughter came up and asked him to eat something as he had not taken anything for the last four days. His voice was restrained, and he said, "I don't feel like eating."

He could not sleep that night. Lying down, he was thinking how he had drawn the attention of the then American President Roosevelt towards the destructive powers of an atomic bomb. He had thought that this would be used to scare Hitler and put an end to the barbarism that Hitler was up to. However, Roosevelt kept him in the dark and made false promises. Eventually, he had abused Einstein's equation of $E=MC^2$ that resulted in destructive experiments. His actions had made science and scientists as murderers.

Einstein kept on thinking for a long time. Eventually, he slipped into sleep. When he woke up at dawn, there was a new dawn in him too. The atomic threat had transformed his heart.

1. Why was Einstein upset on 9th August, 1945?
2. What did Einstein do to distract himself when the news of the atomic attack reached him?
3. Select a suitable antonym for the word 'barbarism' as used in the passage?
Chaos (b) Mundane (c) Brutality (d) Gentleness
4. Why were animals in water boiled to death after the nuclear bomb attack?
5. Why was Einstein sitting in a depressive and pensive mood?
6. What could be the long terms effects of the nuclear attack?

Passage 3

The first survey in Japan on 'gaming disorder' found that 18.3% of young people aged between 10 and 29 play video games for an average of three or more hours a day. Those who spend extended and long hours playing these games are more likely to become addicted, which can interfere with their lives and negatively affect their health.

Among those surveyed 85% (92.6% male and 77.4% female) had played video games within the

past 12 months. A survey question that allowed multiple answers found that the most popular gaming format, used by 80% of those surveyed was the smart phone, followed by home video game consoles at 48 % approximately and hand held game consoles at

33.5 approximately. About 97.6% persons responded that they played games at homes. It gives them a comfort zone and makes them feel easy and relaxed.

Around 40% of those playing six or more hours of video games a day also reported that they continue despite physical problems like backaches, sore eyes, and headaches or mental stress, even sleep disorders or depression. About half of the pre-school kids and elementary students have already begun to play online games. Adult should set a good example by demonstrating proper self-control themselves.

1. What problems can happen when you play video games for more extended hours?
2. Select a suitable antonym for the word 'relaxed'
(a)Rigorous (b)Comfortable (c)Simple (d)Volcanic
3. On a general, who is more likely to get addicted to video games?
4. What is the order of preference (according to the survey) for playing video games. Mention the devices in order of usage (highest usage mentioned first)
5. Give the passage a suitable title.

Answers

Passage 1

1. The word tyranny means a harsh rule or brutality.
2. The narrator is trying to preach the fact that liberty should be exercised to the extent that it doesn't harm anyone else. No citizen should take undue advantage of liberty and do whatever he wishes to.
3. The lady said that they had liberty, so she could walk anywhere, even in the middle of the road.
4. C. Confusion
5. Liberty according to the author is not a personal affair only but a social contract. It is an accommodation of interests. One must exercise it within guaranteed limits and not misuse it.

Passage 2

1. Einstein was upset on 9th august because today within three another bomb was dropped at Nagasaki.
2. He picked up his violin to turn his mind on to other things.
3. d. Gentleness
4. The water was boiling due to the heat of bomb. As a result animals were boiled to death in water.
5. Einstein was sitting in a pensive mood because two nuclear bomb attacks had taken place. He was very well aware of the harmful consequences that had happened and would happen in the future that would badly effect life.

The attack had spread radiation that would affect people for generations to come and would also ring about destructive irreversible biological changes in animals and plants.

Passage 3

1. Extended hours of play can lead to backaches, sore eyes, and headaches or mental stress, even sleep disorders or depression
2. A. Rigorous
3. Those who spend extended and long hours playing these games are more likely to become addicted to video games.
4. Devices used by 80% of those surveyed was the smart phone, followed by home video game consoles at 48 % approximately and hand held game consoles at 33.5 approximately.
5. Video games: Fun or addiction -- The choice is yours!!

Chapter-5 Note Making

1. Read the following passage carefully.
 - (i) Make notes, using headings, sub-headings and using abbreviations wherever necessary.
 - (ii) Give a suitable title
 - (iii) Write summary.

We have but one method of acquiring knowledge. From the lowest man to the highest yogi, all have to use the same method, and that method, is called concentration. The chemist who works in his laboratory concentrates all the powers of his mind, brings them into one focus and throws them on the elements, and the elements stand analysed, and thus his knowledge comes. The astronomer also concentrates the powers of his mind and brings them into one focus and then throws them on to objects through his telescope and stars and systems roll forward and give up their secrets to him. So it is in every case—with the professor in his chair, the students and his books—with every man who is working to know.

The more this power of concentration is, the more is the knowledge acquired, because this is the one and the only method of acquiring it. Even the lowest shoeblick, if he pays more concentration, will polish shoes better, the cook with his concentration will focus all his attention on the work in hand and will cook a better meal. In making money or in worshipping God, or in doing anything, the stronger the power of concentration, the better will be that work done.

Even though concentration is the key to acquiring knowledge—Concentration itself is not easy to attain. It is a skill that can be developed only through a lot of patience and practice. He who masters it is real 'yogi'. To control our senses and to gather all our awareness into one focus is by no means an easy task. Life itself is complex and there are invariably several issues vying for our attention which makes it even more difficult to focus on only one thing. Even if we try to concentrate fully on the work in hand, our subconscious mind is scattered in varied directions and soon drags our conscious mind along, without even our realizing it. It therefore requires a lot of discipline, will power and self-control to focus or concentrate.

However, the effort is worth it and pays rich dividends in the form of accomplishment of our goals. This is the one call, the one knock which opens the gate of nature, and lets out floods of light.

Answers

Title: Power of Concentration

1. One method of acqrng knldg: Conc
 - 1.1 chmst shows knldg of elmnts

1.2 The chemist does analysis

1.3 Astronomer shows knowledge of object in sky

1.3.1 Uses telescopes, stars and systems

1.4 All professions need concentration.

2. More concentration. power leads to more knowledge

2.1 Whether it is polishing shoes, cooking meals or worshipping God

3. Concentration can be developed through patience and practice.

3.1 Real yogi is one who masters concentration.

3.2 To master it, one needs to gather awareness and control senses.

3.3 With the number of distractions in life, the above is not an easy task

3.4 The subconscious mind gets diverted and we don't even realize.

3.5 One needs to have discipline, will power and self control to focus on concentration.

Key words

- Acquiring: acquiring
- Knowledge: knowledge
- Chemist: chemist
- Elements: elements
- Astronomer: astronomer
- Telescopes: telescope
- System: system
- Professions: professions
- Concentration: concentration
- Power: power
- Whether: whether
- Polishing: polishing
- Cooking: cooking
- Worshipping: worshipping
- Can: can
- Developed: developed
- Through: through
- Practice: practice
- Gather: gather
- Awareness: awareness
- Control: control



- No: number
- Distrctn: distractions
- Abv: above
- Nt: not
- Divtrd: Diverted
- Dnt: don't
- Hv: have
- Displn: discipline
- Pwr: power
- Ctrl: control

Summary

Key to knowledge: Concentration?

One way of gaining knowledge is to have concentration. Whether it is a yogi, an astronomer, a shoe polisher, a cook, a professor or a student- with concentration he can perform better. The sub conscious mind gets swayed away without our knowledge; the distractions can be controlled through practice and patience. One who does that becomes a 'yogi' and attains success and achieves his goals.

Chapter-7 Précis Writing

Write a précis and give an appropriate title to the passages given below.

1. Falling down or failing is one of the most agonizing, embarrassing, and scariest human experiences. But it is also one of the most educational, empowering, and essential parts of living a successful and fulfilling life. Did you know that perseverance (grit) is one of the seven qualities that have been described as the keys to personal success and betterment in society? The other six are curiosity, gratitude, optimism, self-control, social intelligence, and zest. Thomas Edison is a model for grit for trying 1,000 plus times to invent the light bulb. If you are reading this with the lights on in your room, you know well he succeeded. When asked why he kept going despite his hundreds of failures, he merely stated that what he had been were not failures. They were hundreds of ways not to create a light bulb. This statement not only revealed his grit but also his optimism for looking at the bright side.

Grit can be learned to help you become more successful. One of the techniques that helps is mindfulness. Mindfulness is a practice that helps the individual stay in the moment by bringing awareness of his or her experience without judgement. This practice has been used to quiet the noise of their fears and doubts. Through this simple practice of mindfulness, individuals have the ability to stop the self-sabotaging downward spiral of hopelessness, despair, and frustration.

2. Artificial intelligence helps us manage highly complex systems such as global shipping networks. For example, the system at the heart of the Port Botany container terminal in Sydney manages the movement of thousands of shipping containers in and out of the port, controlling a fleet of automated, driverless straddle-carriers in a completely human-free zone. Similarly, in the mining industry, optimisation engines are increasingly being used to plan and coordinate the movement of a resource, such as iron ore, from initial transport on huge driverless mine trucks, to the freight trains that take the ore to port.

AI's are at work wherever you look, in industries from finance to transportation, monitoring the

share market for suspicious trading activity or assisting with ground and air traffic control. They even help to keep spam out of your inbox. And this is just the beginning for artificial intelligence. As the technology advances, so too does the number of applications.

So what's the problem? Rather than worrying about a future AI takeover, the real risk is that we can put too much trust in the smart systems we are building. Recall that machine learning works by training software to spot patterns in data. Once trained, it is then put to work analysing fresh, unseen data. But when the computer spits out an answer, we are typically unable to see how it got there.

3. As India is an agricultural country, the most important crops of India are rice, wheat and sugarcane. Significantly, these crops are the most water consuming crops. Rice, a major crop export, consumes about 3500 litres of water for a kilogram of grain produced. Punjab which is the third largest producer of rice in India is completely dependent on groundwater for the production of its rice and consumes two to three times more water than Bihar and West Bengal to produce a kilogram of rice.

Sugarcane is another water guzzling crop in India, which is a very popular crop among farmers in Maharashtra because they are assured of marketing by sugar mills. The primary source of water for growing sugarcane is groundwater, whereas state like Bihar which are more suitable for the production of sugarcane produce only 4% of India's sugar cane output.

Thus, measures need to be taken to ensure that crop production patterns within the country and across states are aligned to regional water availability. Emphasis should be placed on the adoption of water- better technologies, latest management systems, awareness amongst farmers, and advisory services to improve water consumption in agriculture.

Answers

Precis Writing

Passage -1 To fail is ok!

Failing is not about feeling embarrassed or facing agony. It is a learning in itself that increases one's perseverance and is a key to personal success. The other keys are curiosity, gratitude, optimism, self-control, social intelligence and zest. Thomas Edison described his unsuccessful attempts as ways of not creating a light bulb; thus showing his optimism. Being aware of your experience brings mindfulness which as a result brings grit. Being mindful avoids a person's downfall and helps overcome helplessness, despair and frustration.

Passage 2- Artificial Intelligence; Boon or a bane?

Artificial Intelligence (AI) is a subject that is being used in various fields like global shipping and mining. A good example is the Port Botany container terminal in Sydney where AI helps to manage movement of ships, and runs driverless carriers. In mining, optimization engines help in transportation of the iron ore end to end on driverless mine trucks. With the advancement of technology, AI is part of monitoring the share market and assisting with air traffic. The risk of AI taking over and our over dependence is a cause of concern. However, machine learning works when we feed the system, with a software and let it operate on its own!

Passage 3 - Water: An important requirement for our primary crops

In the agrarian India, wheat, rice and sugarcane are the most important crops and co incidentally all three of them have a heavy water dependency.

Rice, which is an export crop needs about 3500 litres of water per kilogram of the rain and states like

Punjab, with their dependency on groundwater consume way more water than Bihar and West Bengal, also big producers of the grain. Sugarcane also depends on groundwater for its water needs. A crop famous amongst the farmers of Maharashtra for its sugar value, gives a very low output in Bihar of about 4%. Suitable measures if taken at the right time with emphasis on good technology, management systems, awareness amongst farmers and proper advice would enable the country for better production and efficient usage of water resources.

Chapter-8 Article Writing

1. Write an article on the following topics in not more than 200 -250 words.

- (a) Should Physical Education be a compulsory subject for students till grade 12?
- (b) Importance of reading a newspaper every day.

Answer 1

(a) Hints : Exercise is the key- to physical health and mental peace (title)

- (i) A sound mind resides in a healthy body.
- (ii) Mental and physical health go hand in hand; to be physically fit, the mind should be stable and sound; also a stable mind shows energy and active strength.
- (iii) Physical Education can help a child distress, especially after times of the pandemic.
- (iv) In the present scenario, for the ongoing health issues and disorders in the students, physical exercise and activity can act as a saviour.
- (v) Considering the need of hour, Physical Education can be made compulsory. Life these days in view of the pandemic has become a little dull and in the comfort zone. Children should indulge in outdoor activities more than sit at home and play video/phone games. It has been observed that children are becoming more obese and developing other health issues due to lack of physical exercise.

(b) Hints: Newspaper Reading- the Treasure of knowledge (title)

- (i) Newspapers helps you to stay aware about what is happening around the world.
- (ii) They help in keeping you up to date in current affairs and other activities happening around the world.
- (iii) Reading a newspaper helps to build vocabulary and enhance concentration.
- (iv) Reading a newspaper is a good habit and keeps one active and dedicated towards knowing more. It creates a greed for knowledge and news.
- (v) It also helps in clearing various competitive exams in different fields.

Chapter-9 Report Writing

1. Write a newspaper report about a cultural/yoga held on 21st June, 2022 at Talkatora stadium, New Delhi on the occasion of International Yoga day.
2. You are the Secretary of an RWA (Resident Welfare Association). Write a formal report stating details of expenditure to be made in the next financial year towards purchase of items for the society. (Things like gardening tools, table fans for guards, plastic chairs, lock and key for the office room etc)

Answer 1

Hints:

'International Yoga Day celebrated with fun and activities'

22nd June, 2022, New Delhi

Arvind Khanna

- The International Yoga Day was celebrated on 21st June, 2022 with a great pomp and show. The event included, speeches, skits, presentations and cultural programmes performed by kids. The event was inaugurated by Maha Yogi Ramchandra from Haridwar and was attended by noted celebrities from the field of yoga, education and entertainment.
- The celebrations started with a small introduction to 'what is yoga', explained by Mahayogi Ramchandra. He spoke about the benefits about yoga and also showed a few 'asanas' that would be helpful in general.
- This was followed by a speech by the state health minister Mr. XYZ. A short movie on the benefits of yoga was shown to the audience followed by cultural dances by children of different age groups.
- Towards the end of the programme, books and pamphlets were distributed to the audience.
- The session ended with a thank you note given by a team member of Maha Yogi. The celebrations were applauded and praised by one and all.

Answer 2

To: The Treasurer, Hind Apartments, RWA

From: Secretary, Hind Apartments, RWA

Date: 29th July, 2022

Subject: Expenditure to be made towards miscellaneous items purchased for the society.

Acknowledgements: I am deeply grateful to all my team members who helped me in formulating this detailed report. The expenditure and other related details have been recorded with precision.

Contents:

- Stating the need to buy new equipment
- List of items to be purchased, listed category wise
- Current budget versus last financial year's budget
- Conclusion

Summary: With the pandemic having caused havoc in the last two years, many society works have been pending. Things seem to be improving now, so we plan to upgrade the society garden, club house, install security cameras and place swings for children. To boost sports and other outdoor activities, we decided to allow our players to reap maximum benefit from the new equipment to be purchased and hence make a mark for them selves. All these suggestions have been stated keeping in the mind the welfare of the residents and their families.

Can be continued with a few tables mentioned (list of items to be purchased, cost of each time).

The RWA shall ensure that all residents benefit from the changes made in the society. We hope to receive the funds well in time to start the needful task.

Chapter-10 Formal letters and Official Communication

1. You manage the supply of raw material for a local restaurant serving vegetarian food. Write a letter for placing the order of grocery items needed in the next one month. Address the letter to M/S Khurana and Sons Grocery Pvt Ltd. Prepare a list of at least 5 items.
2. You are Arun/Anita. Write a letter to the Fastnet Private Ltd, the local internet service provider in your locality complaining about the slow bandwidth and poor signal strength in your internet connection.

Answer 1

Eat Well Restaurant

Sector 12, Dwarka New Delhi- 110075

28th July 2022

M/s Khuarana and Sons Grocery Pvt. Ltd. Khari Baoli, Central Delhi

New Delhi- 110002

Subject: Placing an order for grocery items Dear Sir,

As discussed over telephone, we would like to place an order for the following grocery items for our vegetarian restaurant in Dwarka.

Salt	5 kg
Turmeric	5 kg
Red chilli	2 kg
Coriander powder	4 kg
Rice	20 kg
Wheat flour refined	10 kg
Chick peas	5 kg

Kindly ensure that the items are fresh and of best quality when packed. We would appreciate if the above items are packed in separate bags and as per the required quantity. It is a request to deliver these grocery items latest by 5th September, 2022. Bills for the same shall be cleared at the time of delivery. Please offer a suitable discount on the purchase.

An early delivery would be appreciated. Thanking you,

Yours Sincerely,

Arjun Bhatt

Eat Well Restaurant, Dwarka

Manager

Answer 2

H.No.34/12,

East Patel Nagar, New Delhi- 110008

30th July, 2022

Customer Service Manager, Fast Net India Pvt. Ltd.,

Karol Bagh, New Delhi- 110005

Subject- Filing complaint for a defect in poor bandwidth and low signal strength in the internet (wifi connection) Portfolio no. 123/EPN/202021

Dear Sir,

I hereby write to complain regarding the poor internet connection and low signal strength in the Wifi provided. The portfolio number is 123/EPN/20201, dated 20th June, 2021

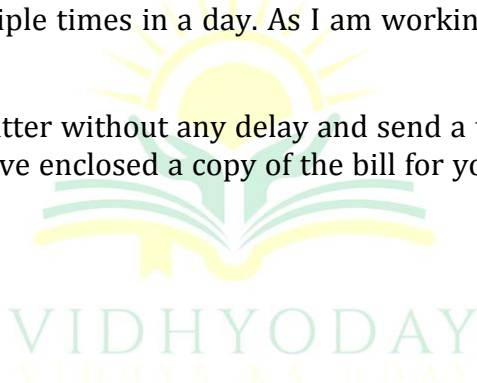
The wires were laid on 20th June, 2021 and there seemed to be no problem initially. However, with one season of heavy rain, the internet connection has got disturbed. The band width is very low and the internet keeps going off multiple times in a day. As I am working from home, this kind of a lag is causing me lot of trouble.

I request you to look into this matter without any delay and send a technician to check the wires and any other connection source. I have enclosed a copy of the bill for your reference. Looking forward to your early response.

Thanking you!

Yours truly, Arun/Anita,

East Patel Nagar, New Delhi.



Chapter-11 Writing formal mails

1. On behalf of your Technology based organization, write a formal mail to all your employees requesting them to log their entry and exit time details in the company's new mobile based application. State that details should be sent to the HR department weekly. Sign yourself as a senior HR personnel of the firm.
2. Write a formal email on behalf of an educational institute addressing the parents to encourage students to attend offline classes regularly. Frequent leaves for reasons unstated is becoming a concern among the student community. Sign yourself as the college Principal.

Answer 1

Dear employees, Greetings!

We request all our employees to use the company's new mobile application for logging in their entry and exit details. These details should be sent weekly to the concerned authorities in the HR department. For the ease and benefit of our employees, we have shared the link to download the application directly.

This is a mandatory process and we request all our employees to kindly follow the guidelines and do the needful. Defaulters will face unpleasant consequences.

For any help regarding the matter, a help desk counter has been set up at the reception area for the next two days. You can also write to helpdesk.attendanceentry@email.com for clarifications.

Looking forward to your kind cooperation. With warm regards

Mr. ABC,

Director, HR

Global Technologies

Link for app: <http://mobile.attendanceapp/globaltech>

Answer 2

Dear parents,

This is to inform you that we are witnessing a dwindling number in the attendance of students for offline/physical classes. With the pandemic effect having reduced, we would like students to attend the classes regularly and diligently. Classroom teaching not only ensures academic skills but also helps in co scholastic grooming.

We request you to encourage your ward to attend all classes and take maximum benefit from them. Kindly note that leave shall be granted in case of a genuine reason only when approved' signed/authorized by parents.

Looking forward to your cooperation.

With warm regards,

Mr. A.K Sharma Principal

Nav Darpan College

2nd Aug, 2022

Chapter-12 Resume Writing

1. You are Feroz/Fatima, holding a Master's degree in library Science. Draft your resume to apply for jobs in school as a senior librarian.
2. You are Krish/Kavita Sethi, HR Head of Team Toppers Private Limited. Draft a formal e- mail stating the cause for rejecting a candidate named Sameer, who had applied for the post of the position of Accountant in your company

Answer 1

Cover Letter:

KJ- 120, 2nd Floor, Rajouri Garden, Delhi, 26th July, 2020

The Principal,

Queen Field International School, Rajouri Garden,

New Delhi.

Subject: Application for the post of librarian

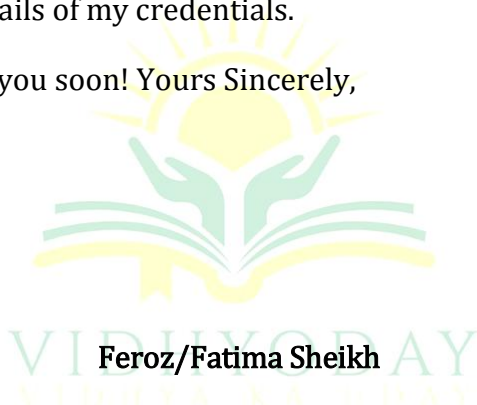
It gives me immense pleasure to share my resume with you for position of Senior Librarian at your esteemed organization/school.

I hold a Master's degree in Library Sciences and have more than six years of experience in this work. My strong interest of working has motivated me to apply for your organization. I have a versatile experience of working with an International school and a branch of one of the top schools of Delhi NCR. I have a widespread knowledge of foreign author books also, which can be helpful in recommending good study material to senior students.

Please find my resume for the details of my credentials.

Looking forward to hearing from you soon! Yours Sincerely,

Feroz/Fatima



Resume:

Feroz/Fatima Sheikh

ABC, XYZ Colony, New Delhi- 110018 | +91- 11111 1111 | fatima@yahoo.com feroz@yahoo.com

Objective

To offer meaningful suggestions through discussions , with a focus to prioritize student's individualistic needs in specific subjects.

Educational Qualification

Qualification	Year	Board/University	Institution's Name
M.Lib.I.Sc	2010	Chatrapati Shivaji University, Sholapur	Shivaji Maharaj College of Education
B.Lib.I.Sc.	2008	Chatrapati Shivaji University, Sholapur	Shivaji Maharaj College of Education
Class 12th	2007	Maharashtra State Board	Rainbow Public School, Sholapur
Class 10th	2005	Maharashtra State Board	Rainbow Public School, Sholapur

Professional Experience

ABC Private Library, Pune, Librarian

April'11 - December'11

- Experience of handling students of various backgrounds.
- Conducted a workshop on 'Need to Read'.
- Attended seminars on library management.

XYZ School, Librarian January'12 - March'18

- Experience of handling students of Grade 8, 9 and 10
- Attended workshop organized by Cambridge University Press for library sciences and its future.
- Awarded certificate for 'Outstanding Performance in the Role Assigned' for three consecutive years (2013, 2014 and 2015)
- Invited for a talk show by city school to discuss the fading subject of Library sciences.

Answer 2

Sameer Sagar

H-12, New Friends Colony, New Delhi-110025

Subject: Disapproval for the post of Accountant. Dear Sameer,

We are sorry to inform you that you have not been shortlisted for the post of Accountant at Team toppers Pvt Ltd.

We appreciate your efforts and credentials, however there are some concerns in your CV which do not make you the best candidate. With the competition being neck to neck, we suggest, you work on advanced accounting skills that would help you stand a better chance next time.

We wish you luck in the future!

Kind regards, Krish/Kavita Sethi,

HR Head of Team Toppers Private Limited

+91- 33333 3333

Chapter-13 Meetings

1. Write 'Minutes of the Meeting' for a meeting conducted to discuss the issue of an extended work from home and the need to call back employees to work.
2. Write the 'Minutes of the Meeting' for a meeting organized to discuss the need to refurbish/renovate the office space to create a better working environment. Mention few specific things to be changed/ added.

Answer 1

Hint: State the agenda for the meeting

Participants in the meeting: Mr. XY, Vice-President; Mr. A, HR Manager; Mr. B. HR employee; Mr. C, Business Development Manager

Date: July18, 2022

Meeting started at 12.00pm

Mr. B started the meeting and discussed the agenda.

Mr. XY intervenes and mentions how important is for the employees to return to work.

Mr. A and Mr. B together presented a presentation on the statistics of productivity and late attendance of employees while working from home.

Mr. B gave suggestions/incentives to call the employees back.

Mr. XY gave his valuable inputs on how he wants everything should be.

Mr. C gives his opinion on how business can get effected if the work from home option gets prolonged.

Answer 2

Hint: Focus on the agenda.

Participants in the meeting: Mr. B, Vice-President; Mr. A, Mr. C, Sales Manager and their Associates

Date: July 15, 2022 Meeting started at 1.00pm.

Mr. C explains about the agenda of the meeting, and he talks about how people are facing issues in the old set up.

The associates have brainstormed few ideas about how the new look of the office space can bring in better productivity and encourage the employees too.

Mr. B listens to everyone carefully and shares his thoughts about changing specific areas/infrastructure in the office.

Mr. C agrees and informs that he will discuss with design team and share the appropriate designs with everyone soon.

The meeting concluded with few ideas that everyone is ready to explore and implement.

RTP MAY 2022

PART A

Chapter-1 Communication

1. Explain any two characteristics of effective communication.
2. Write a short note on Cultural barriers in effective communication.

Answer

1. The two characteristics of effective communication are as follows-
 - (a) **Coherence:** Coherence in writing and speech refers to the logical bridge between words, sentences, and paragraphs. The key to coherence is sequentially organised and logically presented information, which is easily understood.
 - (b) **Completeness:** A complete communication conveys all facts and information required by the recipient. It keeps in mind the receiver's intellect and attitude and conveys the message accordingly.
2. **Cultural barriers:** Cultural barriers refer to obstacles one faces with respect to diversity in culture. These arise from language, religion, community, ethnicity etc. Due to cultural differences, words, signs, symbols may be interpreted in a different way and may lead to miscommunication.

Within an organization also, cultural ideologies can be different across verticals and divisions which might lead to a wrong message being conveyed. Moreover, gestures, protocols within family groups and friends also might be mistaken.

Part-B

Chapter-2 Sentence Types, Active-Passive Voice and Direct-Indirect Speech

1. Change the following sentences from passive voice to active voice.
 - (a) President Kennedy was killed by Lee Harvey Oswald.
 - (b) My wallet has been stolen.
 - (c) A story is being written by me.
2. Change the following sentences from indirect to direct speech.
 - (a) Father told Pankaj that he would not give him pocket money.
 - (b) My friend said that he had been to England thrice.
 - (c) Ankit said that he would be using the bike next Monday.
 - (d) The teacher instructed Rehman to stand up right then.

Answer 1

- (a) Lee Harvey Oswald killed President Kennedy.
- (b) Someone has stolen my wallet.
- (c) I am writing a story.

Answer 2

- (a) Father said to Pankaj, 'I will not give you pocket money.'
- (b) My friend said, 'I have been to England thrice.'
- (c) Ankit said, 'I'll be using the bike next Monday.'
- (d) The teacher said to Rehman, 'Stand up right now.'

Chapter-3 Vocabulary

1. Choose the similar meaning of the words given. (Synonyms)

1. FOSTERING

- (a) Safeguarding
- (b) Neglecting
- (c) Ignoring
- (d) Nurturing

2. EMPIRICAL

- (a) Spiritual
- (b) Royal
- (c) Practical
- (d) Theoretical

3. DELIGHTFUL

- (a) Colourful
- (b) Funny
- (c) Hidden
- (d) Charming

4. CREDENTIALS

- (a) unreliable
- (b) trustworthiness
- (c) principles
- (d) capacity



2. Choose the correct meaning of the idioms given below.

(a) To cry wolf

- (i) To refer to
- (ii) To emphasize
- (iii) To have no result
- (iv) To give false alarm

(b) To end in smoke

- (i) To come to nothing
- (ii) To gain importance
- (iii) To praise oneself
- (iv) To reach target

(c) Come rain or sunshine

- (i) No matter what
- (ii) Let it rain
- (iii) In happy times

(iv) Forbidden area

(d) To come clean

(i) Cleaning a place

(ii) No idea about an incident

(iii) To make an honest disclosure

(iv) To deny the crime

Answer 1

1.	d	2.	c	3.	d	4.	b
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Answer 2

1.	iv	2.	i	3.	i	4.	iii
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Part-C

Chapter-4

1. Read the following passage carefully and answer the questions that follow.

The Indian youth is accused of being impatient, indisciplined, disrespectful to the elders and irresponsible towards society and authority. It was felt that to curb these tendencies the youth required to be motivated in nation-building activities and made responsive to the social concerns.

For this purpose, National Service Scheme (NSS) was introduced in 1969. Its main aim was to involve the students of the colleges and +2 level on voluntary and selective basis in programmes of social services and developmental activities. Gradually it was adopted by all the states and union territories. Today it covers more than 5000 colleges all over the country. Under this scheme, rural and slum reconstruction, repair of roads, school buildings, ponds, tanks, plantation of trees, environment protection, health and family planning and education of adults and women are undertaken. The NSS students aid local authorities in implementing various relief and rehabilitation schemes. In the times of natural calamities like famines, floods, droughts, epidemics and earthquakes volunteers helped by NSS students play a very positive and constructive role. It instills in them the spirit of social service and the sense of responsibility.

The tribal youth are given vocational training under a special scheme to enable them to become self-employed. Then, there are youth hostels set up all over the country to provide cheap accommodation to the youth to inspire them into undertaking educational tours and excursions to visit the cultural and historic sites to revisit our glorious past. 446 Nehru Yuvak Kendras strewn around the country provide vocational training to non-student rural youth and improve their personality. 'Bharat Scouts and Guides' and 'All India Boy Scouts Association' are teaching Indian youth the importance of loyalty and goodwill for others under International scouting and guiding movement.

Questions

1. What is Indian youth accused of?
2. What scheme was introduced to involve students in social service and developmental activities?
3. What works are undertaken under the NSS?

4. For what purpose are youth hostels with cheap accommodation are set up?
5. What is the tone of the author? A) Callous B) Informative C) Derogatory D) Ironic
6. What is being done for the tribal youth of the country?

2. Read the given passage carefully and answer the questions that follow.

U.N.O.

In the year of 1945, United Nations Organization (UNO) came into being as the successor of League of Nations. It began with fifty nations as its members but now it has 193 member nations accounting for almost all the countries of entire earth except Switzerland. The nations are the members of the UN General Assembly, the world body's chief deliberate organ. All the other wings are answerable to it through annual and special periodical reports submitted for its consideration. The General Assembly, discusses the reports and gives its approvals, elects General Secretary and the judges of the International Court of Justice, admits new members to the Assembly, and also elects the non-permanent members of various councils. There are Economic and Social Council, The Trusteeship Council besides the International Court, General Assembly and the Security Council. The General Secretary is the Chief Administrative Office of the world body who heads the UN Secretariat. He presides over the General Assembly meetings and those of other organs of U.N.

In addition to the above main organs, the UNO has several other specialized agencies like ILO (International Labour Organization), UNESCO (United Nations Educational, Scientific and Cultural Organization), UNCTAD (United Nations Council for Trade And Development), WHO (World Health Organization), etc. These agencies help the parent body in working out agreements on various-related matters to them and in achieving different objectives and goals. WHO, for example, plans steps to achieve the highest possible level of good health of the entire human population of the Earth.

Questions

1. How many members the General Assembly of UNO has at present?
2. Which country is not the member of the UNO?
3. How are other wings answerable to General Assembly?
4. What is the function of General Secretary?
5. State the plan of WHO.
6. List three functions/responsibilities of the General Assembly.

Answer 1

1. The Indian youth are blamed for impatience, indiscipline, disrespectful to the elders and irresponsible towards society and authorities.
2. National Service Scheme (NSS) was introduced to involve students in social service and development activities.
3. Under this scheme, reconstruction in rural and slum areas, repair of roads, school buildings, tanks, village ponds, tree plantation, environment protection, health and family planning, adult education and rendering help during natural calamities are undertaken.
4. Youth hostels are set up to provide cheap accommodation and to encourage students to set out on educational tours and visit the places of historic or cultural importance.
5. (B) Informative
6. The tribal youth are given vocational training under a special scheme to enable them to become self-employed

Answer 2

1. The General Assembly of UNO has 193 members at present.
2. Switzerland is not the member of the UNO.
3. All other wings area answerable to General assembly through annual and special periodical reports submitted for its consideration.
4. The General Secretary is the Chief Administrative Office of the world body who heads the UN Secretariat.
5. WHO plans steps to achieve the highest possible level of good health of the entire human population of the Earth.
6. Functions of General Assembly:
 - (a) discusses the reports and gives its approvals,
 - (b) elects General Secretary and the judges of the International court of Justice,
 - (c) admits new members to the Assembly, and also elects the non-permanent members of various councils.

Chapter-5

1. Read the following passage carefully. (i) Make notes, using headings, sub-headings and using abbreviations wherever necessary. (ii) Give a suitable title (ii) Write summary.

Good decoration reflects the personality of the people who live in the home. It should, first of all, be distinctive, just as each person is distinctive. A home should have unity not only within each room but also throughout the house. Rooms should, to some degree, harmonize with each other. The colour and styling of each room, particularly, should fit into the colour and styling of the rooms which run out of it.

Attractive home furnishings set the stage for pleasant living. If they are an expression of yourself, you will have a feeling of satisfaction every time you enter your home, and friends will share your enjoyment.

However, furnishings and surroundings expressive of just the right note of restfulness, gay informality, or elegant simplicity are not often assembled by accident. Even enthusiasm alone is not enough. For most home decorators, it takes poring over plans, trying colour schemes, finding ingenious ways to make the best of what you have, and shopping around to search out just the right purchases at prices you can afford to pay. But there is keen pleasure in striving for the perfect result, and great satisfaction in achieving it.

A successful house and successful rooms will depend upon the proper relationship of each element in it to the others and to the whole. Therefore, in selecting each piece it is well to consider the background, the usage, the draperies, the floor covering, the upholstering materials, the woods, shapes, colour scheme, and the “feeling” you prefer for the room.

Work and plan to enjoy your house. Limit the expenditures of time, effort and money to the extent of your abilities, so that just running the house doesn't dominate your life. Elegance and delicate things may be a drain you can afford only in a limited way. If you can't afford outside help, select a house and furnishings that require less care. Plan your activities so that tumult and upset are limited to a few rooms—an activity room or a bedroom, or a comer of the dining room.

You'll get more pleasure out of a house if you have a hobby connected with it—collecting glass or antiques, gardening or indoor flower growing ceramics, art, cooking, decorating, flower

arrangements, etc. And you'll get more satisfaction and a great deal of help from studying household activities.

You can select a pleasing combination of colours from a wallpaper, a fabric, an oriental rug, a flower or scene, or even a picture in a magazine. If you don't already have the furniture or rugs, it is a good idea to make up a colour scheme in this way. Let one colour predominate. Limit a colour scheme to two or three colours, with white or grey tones.

Answer 1

1. Decorating One's Home Notes:

1. Home reflects personality of home-owner
 - 1.1 Unity & harmony bet. rooms
 - 1.2 Colour & styling sh'd match
2. Elements of decoration
 - 2.1 Colour schemes
 - 2.2 Draperies, rugs, upholstery, woods, shape
3. Plan to enjoy the House
 - 3.1 Limit time, effort & money
 - 3.2 Select furnish'gs which require little care
 - 3.3 Confine hectic activities to a few rooms
 - 3.4 Hobby connected with house—great pleasure.
4. Choice of Colours
 - 4.1 One colour sh'd predominate
 - 4.2 One can expt with colours
 - 4.3 Calm colours for restfulness; intense for liveliness
 - 4.4 Colours sh'd harmonise with furniture, draperies, carpets

Key Words:

Furnish'gs: furnishings

Expt.: expect

Sh'd: should

Bet.; between

Summary:

The maintenance of the house reflects the personality of the people who live in it. So, the distinctive decoration is as important as one attire in good clothes. A unity in the home can only be seen if the rooms in the house have a degree of harmony, colour and styling. Furniture

is a working strategy for the pleasant living. If there is an expression of oneself then one will have a mental satisfaction every time one enters one's home. To attain such satisfaction, one need to pore over plants, try colour schemes, window shopping to search the best thing for one's home.

Chapter-7 Précis Writing

Write a précis and give an appropriate title to the passage given below.

1. Home is for the young, who knows nothing of the world and who would be forlorn and sad, if thrown upon it. It is a providential, shelter of the weak and inexperienced, who must learn yet to cope with the temptations which lies outside of it. It is the place of training of those who are not only ignorant, but have not yet learnt how to learn, and who must be taught by careful individual trail, how to set about profiting by the lessons of teacher. And it is the school of elementary studies—not of advances, for such studies alone can make master minds. Moreover, it is the shrine of our best affections, the bosom of our fondest recollections, at spell upon us after life, a stay for world weary mind and soul; wherever we are, till the end comes. Such are attributes or offices of home, and like to these, in one or other sense or measure, are the attributes and offices of a college in a university.
2. When we survey our lives and efforts, we soon observe that almost the whole of our actions and desires are bound up with the existence of other human beings. We notice that whole nature resembles that of the social animals. We eat food that others have produced, wear clothes that others have made, live in houses that others have built. The greater part of our knowledge and beliefs has been passed on to us by other people though the medium of a language which others have created. Without language and mental capacities, we would have been poor indeed comparable to higher animals. We have, therefore, to admit that we owe our principal knowledge over the least to the fact of living in human society. The individual if left alone from birth would remain primitive and beast like in his thoughts and feelings to a degree that we can hardly imagine. The individual is what he is and has the significance that he has, not much in virtue of the individuality, but rather as a member of a great human community, which directs his material and spiritual existence from the cradle to grave.

Answer 1

Learning begins from Home

Home shelters the young who are weak and inexperienced and unable to face the temptations in life. It is a centre of their elementary education and a nursery of sweet affections and pleasant memories. Its magic lasts forever. A weary mind turns to it for rest. Such is the function of a home and in some measure of the university.

Answer 2

'Man: A social animal'

Being social animals, human beings have their actions and desires bound up with society. In matter of food, clothes, knowledge and belief they are interdependent. They use language created by others. Without language their mental power would not grow. They are superior to beast because they live in human society. An individual life left alone from birth would grow utterly beast like. So human society and not individuality guides man's material and spiritual existence.

Chapter-8 Article Writing

1. Write an article on the following topics in not more than 200 -250 words.

(a) Should board exams be online in India?

(b) Impact of election campaigns on public

Answer 1

Hints: a.

- Give appropriate title
- Difference between offline and online exams
- Pros and cons of offline as well as online exams
- Online exams can be blessings for some students
 - Less travelling
 - Cost effective
- Technical issues faced by students while online exams
 - Availability of internet
 - Availability of mobiles, laptops and computers
- Offline exams can be comfortable for everyone
- Offline exams are traditional method of examination
- Conclude with a vision – offline or online?

b.

- What are election campaigns?
- Importance of campaigning and how it is part of the process.
- Campaigns are strategized for more vote banks.
 - Thought process and team involved while planning
 - Strategies are constructed after a research and data analysis
 - Implementation of campaigns – efforts and vision
 - Involvement of media while campaigning
- Influence of campaigns on public
 - Focus is vote
 - Promised are made
 - Vision of development is talked about
 - Impact is on masses
 - Attitude/Belief/thoughts moulded

Chapter-9 Report Writing

1. Write a report on the following topics.

(a) A newspaper report about a demolition drive by the city municipal corporation against illegal constructions.

(b) You are the Finance head of a sports academy. Write a formal report stating details of expenditure made in the last financial year towards purchase of sports equipment.

Answer 1

Hints: a.

- Newspaper report writing format (Timeline, name of reporter) Heading to the news brief.
- Why is the demolition drive happening?
- Who has started it? What is the agenda? What are the consequences?
- What is the public reaction?

b.

- Formal report format
- To, From Date, Subject
- Summary
- Table of contents
- Discuss the details
- Conclusion



Answer 2

b) Formal Report

To: The Director, finance From: Secretary , finance Date: 9th March, 2022

Subject: Expenditure made towards sports equipment in the last financial year

Acknowledgements: I am deeply grateful to all my team members who helped me in formulating this detailed report. The expenditure and other related details have been recorded with precision.

Contents:

2. Need to buy new equipment
3. List of items purchased with cost
4. List of old items discarded
5. Current budget versus amount spent
6. Conclusion

Summary: With the advancement in sports and technology, we decided to allow our players to benefit from the new equipment bought and hence make a mark for themselves. This would not only bring a good name to our sports organization, but also make our country proud. In the light of this, few sports equipment have been purchased to keep our players abreast with new modern versions and enable them hone their skills.

Can be continued with a few tables mentioned and then the conclusion.

Chapter-10 Formal letters and Official Communication

1. Lalit/Lalita Dubey manage the supply of books in the school library. Write a letter for placing the order for the books to the Vikas Publishing House Ltd. Prepare a list of at least 5 books.
2. Write a letter to the customer service manager of Ganesh Electronics Pvt. Ltd. complaining about a defect in the music system purchased from the store. Sign yourself as Gauri/Gaurav.

Answer 1

Army Public School Sector 12, AK Puram New Delhi- 110022 21 February 2021

Vikas Publishing House Ltd. Darya Ganj, Central Delhi New Delhi- 110002

Subject: Placing an order for books for the school library

Dear Sir,

As discussed over telephone, OR As per our telecon we would like to place an order for the following books for our school library.

English Grammar	Class 8th	20 Copies
English Grammar	Class 9th	30 Copies
Higher Mathematics	Class 11th	10 Copies
Mathematics	Class 12th	20 Copies
Diary of Anne Frank	Novel	15 Copies

Kindly ensure that the books are of the latest edition and in proper state. It is a request to deliver these books latest by 5th April, 2022. Bills for the same shall be cleared at the time of delivery. Please offer a suitable discount on the purchase.

An early delivery would be appreciated.

Thanking you

Yours faithfully

Lalit/Lalita Dubey

Library Manager

Answer 2

H.No.78 Block-A

ABC colony, Janakpuri

New Delhi- 110085

11 February, 2022

Customer Service Manager

Ganesh Electronics Pvt. Ltd.

Rohini, New Delhi- 110085

Subject- Filing complaint for a defect in purchase no. MS-845/07/2020 Dear Sir,

I hereby write to complain regarding the defect in the music system with respect to bill no. MS-845/07/2020 purchased on 11 January 2021 from your store.

The music system worked properly for one month, but there seems to be some trouble for the last three days. The sound breaks whilst the songs are being played and the system hangs multiple times. Coupled with this, the songs stop playing abruptly and require the system to be restarted. Since the music system is still in the warranty period of six months, I wish to get it replaced at the earliest.

I request you to look into this matter **without any delay and provide** a new working music system of the same brand. I have enclosed a copy of the bill of purchase for your reference. Looking forward to your early response.

Thanking you

Yours truly,

Gauri

ABC Block, Paschim Vihar,

New Delhi.

Chapter-11 Writing formal mails

1. On behalf of your CA firm, write a formal mail to all your clients requesting them to provide all the necessary information, needed for filling of IT returns. State that details should be sent well in time, before the last date i.e. 31st July, 2021. Sign yourself as partner of the firm.

Answer 1

Dear employees,

Greetings!

This is with respect to the filing of IT returns for which we request you to submit your details well in time. The last date for submission is 31st July, 2021. For the ease and benefit of our employees, we have made this announcement well in advance.

This is a mandatory process and we request our employees to kindly follow the guidelines and do the needful. Defaulters will face unpleasant consequences.

For any help regarding the matter, a help desk counter has been set up at the Reception area. You can also write to helpdesk@itfilingxyz.com for clarifications.

Looking forward to your kind cooperation.

With warm regards

Mr. ABC,

Partner

Sunshine and Bros.

Chapter-12 Resume Writing

1. You are Radhika/Ramesh Jaiswal, English teacher. Draft your resume to apply for job in school along with a cover letter.
2. You are Sagar Gupta, HR Head of ABC Limited. Draft a formal e-mail offering a job to the candidate, Mr. Shivan Sethi who has been selected for the position of Associate Consultant in your office.

Answer 1

Cover Letter:

H- 20, 1st Floor,

Janakpuri, Delhi

25 February 2022

The Principal

RST International School

Rajouri Garden,

New Delhi

Dear Ma'am/Sir,

Subject: Application for the post of PRT/TGT English Teacher

It gives me immense pleasure to share my resume with you for position of PRT/TGT English at your esteemed organization/school.

I hold a Master's degree in English and have more than three years of experience in teaching. My strong interest of working has motivated me to apply for your organization. I have a versatile experience of working with an International school and a branch of one of the top schools of Delhi NCR. I have not only taken care of academics, but I have efficiently taken care of co-curricular activities as well, along with my definite job roles.

Please find my resume for the details of my credentials.

Looking forward to hearing from you soon!

Yours sincerely,

Radhika Jaiswal

11111-11111

Resume:

Ramesh/ Radhika Jaiswal

ABC, XYZ Colony, New Delhi- 110048 | +91- 11111 1111 | radhika@gmail.com, rameshjaiswal@yahoo.com

Objective

To impart meaningful knowledge through teaching, with a focus to prioritize student’s individualistic needs and work for the larger cause of improving the society and social conditions.

Educational Qualification

Qualification	Year	Board/University	Institution's Name
B.Ed	2015	Maharishi Dayanand University, Rohtak	Sunrise College of Education,
Masters of Arts (English)	2013	Ambedkar University, Delhi	Ambedkar University, Delhi
Bachelor of arts (English)	2011	University of Delhi	Bharati College
Class 12th	2008	CBSE	Happy Model School Meera Bagh
Class 10th	2006	CBSE	Happy Model School

Professional Experience

ABC School, PRT/TGT English April'17 - December'17

- Experience of teaching grade 4, 6 and 7 as per CBSE curriculum
- Prepared lesson plans to achieve learning objectives
- Developed and implemented class engaging activities
- Trained students for various Inter-School competition such as English recitation, debate and plays
- Conducted a workshop for teachers on the topic ‘Common errors in English language’
- Attended professional development workshops organized by CBSE, ICTRC and school

XYZ School, PRT/TGT English

April'15 - March'17

- Experience of teaching Grade 3, 4, 5 and 6 as per CIE curriculum
- Certified to teach according to Cambridge International Examinations curriculum
- Attended workshop, Cambridge Secondary 1 organized by Cambridge University
- Press for teacher's development
- Experience in formulating lesson plans according to CIE curriculum
- Designing and implementation of creative worksheets and class engaging activities
- Experience of training students for various competitions (Debate, poetry recitation & role plays)
- Had an experience of directing a successful play for School's Annual Day

Social Work

Volunteer for the Non-Profit Organization, Deepalaya December 2013 - March 2014

- Project: Education on Wheels
- Job Role: Helping children with their education; majorly working over their language skills

Volunteer for the Non-Profit Organization, Magic Bus October 2012 - November 2012

- Volunteered for their event, Maidan Summit 2012 (Ranchi)
- Job role: To invite founders/top officials of other NGOs across India

Volunteer for the Non-Profit Organization, Teach India October 2009 - March 2011

- Job Role: Helped children of slum area with their education

Answer 2

Shivan Sethi,

R-52, New Rajendra Nagar, New Delhi-110060

Subject: Offer for appointment for the post of Associate in XYZ Pvt Ltd. Dear Shivan,

As discussed, we are happy to offer you the position of an 'Associate' at the Delhi office of ABC Limited. (the Firm). Congratulations!

Your annual retainership fee will be INR 2,40,000 /- per annum. You might be entitled to a bonus which shall be discretionary and calculated based on the evaluation of your performance post completion of one year with the Firm.

All payments are subject to tax deduction, if applicable. For the first 3 months of the joining date, you will be on probation.

We would request you to kindly send across your acknowledgment towards the offer and date of joining at the earliest.

We'll get back to you with the joining formalities and other requirements subsequently. Feel free to get in touch with us for any clarifications or query.

I take this opportunity to welcome you and to wish you a long and rewarding association with ABC Limited.

Kind regards,

Sagar Gupta

Head – HR

+91- 33333 3333

Chapter-13 Meetings

1. Write 'Minutes of the Meeting' for a meeting conducted to discuss the launch of a toothpaste.
2. Write the 'Minutes of the Meeting' for a meeting organized to discuss the problems faced by the Washing Machine in the market that requires change now.

Answer 1

Hint: Mention the product and product specifications

Participants in the meeting: Mr. XY, Vice-President; Mr. A, Marketing Manager; Mr. B.

Brand Manager; Mr. C, Sales Manager and Mr. XY's Secretary

Date: November 18, 2021 Meeting started at 12.00pm

Mr. B started the meeting and discussed the agenda.

Mr. XY intervenes and mentions how important is the product for the company.

Mr. A and Mr. B together presented a presentation on the USPs of the product.

Mr. B gave the ideas of marketing and how the launch should be.

Mr. XY gave his valuable inputs on how he wants everything should be.

Mr. C gives his prediction of sales figures and tells about some achievable goals.

The launch date is not decided yet and the next meeting was schedule for next week.

Answer 2

Hint: Mention the product specifications

Participants in the meeting: Mr. B, Vice-President; Mr. A, Mr. C, Sales Manager and their Associates

Date: November 1, 2022 Meeting started at 2.00pm

Mr. C explains about the agenda of the meeting, and he talks about how people are facing issues using their product.

The associates have brainstormed few ideas about how the product can be changed according to the market requirements.

Mr. B listens to everyone carefully and shares his thoughts about changing the packaging too.

Mr. C agrees and informs that he will discuss with design team and share the appropriate designs with everyone soon.

The meeting concluded with few ideas that everyone is ready to explore and implement.

Instructions

The Question paper comprises of 5 questions of 10 Marks each. Question 1 is compulsory. Out of 2 to 5, attempt any three.

Question 1

(a) Read the passage below and answer the questions that follow:

Motivations for ruralism in the under developed countries are understandably different from those in developed countries. There, it is a sheer physical necessity for the very act of man's survival. In the Third World countries, which are predominantly rural, the only lever that can lift human life above its present subhuman level, is rural development. Rural life for such countries has been stagnating for centuries on end. Nothing worthwhile has been done to ameliorate the conditions of the rural population which is only slightly different from that of their quadruped counterparts. Ignorance, ill health and poverty have become synonyms of rural life in the undeveloped and underdeveloped countries. Probably, we need to work on these reasons and help these countries grow up their economy.

But the worst tragedy is that the concerned human populations have taken this state of affairs for granted, as something unalterable, something for which there is no remedy. Every ray of hope has gone out of their lives. There seems to be no motivation. In such countries, rural development is the inevitable condition of any material or nonmaterial advancement. Also the enlightened sections of all such countries have been taking ever growing interest in the question of rural development. This was also part of the legacy of their freedom struggle. In countries like India, it is well known that attempts at rural development were an inseparable part of the Independence movement. Leaders like Gandhiji realised quite well that real India lived in her stagnating villages. Cities, which were mostly the products of Western colonialism, were just artificial showpieces. Even there, it was like two worlds. The posh areas, where the affluent few, mostly the products and custodians of imperial interest lived, were little islands engulfed by the vast majority of people.

1. What according to the author is the worst tragedy? (1 Mark)
2. How do you know that rural development was part of India's freedom struggle? (1 Mark)
3. Choose a suitable synonym for the word ameliorate as used in the 5th line, para 1. (1 Mark)
 - (a) Worsen
 - (b) Improve
 - (c) Distance
 - (d) Make fun of
4. What have become the common synonyms of rural life in the undeveloped and underdeveloped countries? (1 Mark)
5. 'The posh areas, where the affluent few,' what does the word 'affluent' refer to? Explain in one line. (1 Mark)

(b) Read the following passage

Nearly 41% of the Indian population is employed in agriculture while its contribution to the GDP is around 18% . This means that more people are engaged in agriculture and hence the per capita income decreases. In economic terms, it is known as disguised unemployment where too many people are filling too few jobs. To address this, we need to shift the excess people from agriculture to other economic activities. This will translate to job creation that will not be restricted only to large metros but will also make the rural economy self-sufficient and resilient.

Focus on handicrafts, food-processing, MSME and skill development is required. MSME can be the backbone as well as a stepping stone towards further industrialisation. Paintings, hand-made soaps, wooden toys, and bamboo products are in huge demand both domestically and internationally as people shun toxic materials. As for the price, large scale manufacturing and supply chain management can help reduce the cost.

Migrant labour from eastern India forms the majority of industrial and agricultural labour. As a result, brain and labour drain in the source regions is affecting development. Reverse migration of labour will help regenerate agriculture in eastern India. This will require institutional as well as technological intervention. As landholdings are small, using technology in farming is not remunerative for small and marginal farmers. The Government should promote cooperative farming and consolidate landholdings.

- (i) Make notes, sub headings, abbreviations, wherever necessary giving a suitable title. (3 Marks)
- (ii) Write a summary (2 Marks)

Question 2

(a) Define effective Communication. List at least 4 characteristics of effective communication.

(2 Marks)

(b)

- (i) Choose the suitable synonym for the given word: (1 Mark)

Robust

1. Rude
2. Wise
3. Strong
4. Careless

- (ii) Choose the most suitable antonym for the given word: (1 Mark)

Amicable

1. Hostile
2. Regretful
3. Capable
4. Delicate

- (iii) Change the following sentence into indirect speech:

The lawyer said to the accused, 'You should speak the truth'. (1 Mark)

(c) Write a Précis and also give an appropriate title for the passage given below. (5 marks)

Speech is a great blessing but it can also be a great curse for while it helps us to make our intentions and desires known to our fellows, it can also, if we use it carelessly, make our attitude completely misunderstood. A slip of the tongue, the use of an unusual word, or of an ambiguous word, and so on, may create an enemy where we had hoped to win a friend.

Again, different classes of people use different vocabularies, and the ordinary speech of an educated man may strike an uneducated listener as pompous. Unwittingly, we may use a word which bears a different meaning to our listener from what it does to men of our own class. Thus, speech is not a gift to use lightly without thought, but one which demands careful handling. Only a fool will express alike to all kinds and conditions of men.

Question 3

(a) What are the barriers in communication? (2 Marks)

(b)

(i) Choose the word which best expresses the meaning of the given word. (1 Mark)

Catastrophe

1. Relevance
2. Special
3. Disaster
4. Award

(ii) Choose the word which best expresses the meaning of the given word (1 Mark)

Ameliorate

1. Condemn
2. Improve
3. Mix
4. Rescue

(iii) Change the following into indirect speech:

Mother said to Raju, 'Would you come to the shop with me?' (1 Mark)

(c) You are a student of Vidyamandir Public School. Your School hosted a literary festival where other schools of the city also participated. Events included debates, storytelling, essay writing etc. Draft a report stating the details of the events to be published in the School Literary magazine .

(5 Marks)

Question 4

(a) Discuss Formal Communication and its types. (2 Marks)

(b)

(i) Change the following sentence into indirect speech (3 Marks)

Rashmi said, 'These grapes look sweet'

(ii) Change the following sentence into active voice.

Raja Rao will be crowned the king by the people.

(iii) Change the following sentence into passive voice.

Will you accept this offer?

(c) As the Head of the Human Resource (Amit/Amita Khurana) at Surya Private limited, draft a circular informing all HR personnel of your organization to attend a meeting late evening to discuss the visit of Managing Director in the company and give necessary suggestions to plan his itinerary.

OR

You are Raghav/Rashmi, Senior Manager, Aztec Technologies. Write a formal e-mail to Mr. Ajay Khanna informing him about his selection for 'Associate Consultant'.

(5 Marks)

Question 5

(a) Explain the term 'chain of command' in communication. (2 Marks)

(b) Select the correct meaning of idioms/phrases given below:

(i) Comparing oranges to apples (1 Mark)

1. Disliking everything
2. Comparing two different things that cannot be compared
3. To give incorrect answers
4. Inability to work

(ii) To break the ice (1 Mark)

1. To hit it hard
2. To break something expensive
3. To take risky decisions
4. To make people comfortable

(iii) Change the sentence into passive voice: (1 Mark)

A little lamb is following Mary.

(iv) Choose the word that best expresses the meaning of the given word: (1 Mark)

Retaliate

1. Allow
2. Withdraw
3. Strike back
4. Remove

(c) You are Krishna/Kaveri, sales Head of New Zone Machinery, Hyderabad. You wish to thank Agro Associates, Vijaywada for giving you a bulk order for agriculture machinery. Write a formal letter dated 13th April 2022, addressed to Manager, Accounts department. Include a list of items to be delivered. (Trolley pump, Seed drill, Mini sprayer, Trailer sprayer) (4 Marks)