

Q1. Choose one correct option.

(50)

1. Candidate's leadership qualities can be tasted through?
a. Conference b. Meeting c. Group Discussion d. Interview
2. Suggestions schemes are an example of ----- communication.
a. Upward b. Downward c. Horizontal d. Zigzag
3. Catalogue, Price - list, and Product literature are sent by a seller in response to a Letter of -----
a. Order b. Complaint c. Inquiry d. SoP
4. RTI stands for.....
a. Rights to Idea b. Rights to Information c. Rule to information d. Rights to Internet
5. ----- meetings are conducted once a year.
a. Annual General b. Executive c. Special d. General Members
6. Press release is also called as -----
a. news release b. press Kit c. circular d. letter
7. An interview involves ----- Communication.
a. telephonic b. face to face c. radio d. informal
8. What is the last stage of group formation?
a. Forming b. Storming c. Norming d. Adjourning
9. Exit interview associates with -----
a. resignation of employee b. promotion of employee c. counselling of employee
d. assigning new task to employee
10. AIDA formula is related to-----
a. RTI letter b. complaint letter c. claim letter d. sales latter
11. Which type of conference uses video & audio system to transact or discuss matters with each other?
a. Round table conference b. Public conference c. Virtual conference d. Trade conference
12. Inaugural session, technical session & valedictory session are the important part of which organizational activity?
a. Group discussion b. Conference c. Meeting d. Panel discussion

13. Research papers are presented by scientists, researchers & academicians in -----.
- a. workshops b. round table conferences c. Professional conferences d. seminars
14. Crisis management is the work of -----.
- a. IT b. Public Relation department c. Technical staff d. Social justice department
15. Creating a positive image & reputation of a company within the society is a prime responsibility of -----.
- a. Secretary b. Chairperson c. Public Relation department d. Board of Directors
16. Day, date, time and venue are the important part of which type of organizational writing?
- a. Report b. Notice c. Press Release d. Claim letter
17. Terms of reference, procedure, findings & recommendations are the essential segments of which type of professional writing?
- a. Circular b. Notice c. Press release d. Report writing
18. The signature block consists of the sign of -----.
- a. speaker b. listener c. receiver d. sender
19. Which of these qualities are important in a group discussion?
- a. Emotional stability b. Hostility c. Ignorance d. Aggressiveness
20. meetings are called expressly for one issue at a time.
- a. Annual General b. General Members' c. Special d. Executive
21. The main purpose of the letter of ----- is to settle the claim.
- a. Adjustment b. Inquiry c. Complaint d. Sales
22. ----- means decision taken at a meeting.
- a. Intimation b. Notice c. Resolution d. Symposium
23. Employees speak frankly and fearlessly in a/an -----.
- a. promotion interviews b. under-stress interviews c. exit interviews d. punishment interviews
24. Webinar associates with -----.
- a. video conferencing b. survey c. sharing data d. opinion polls
25. The agenda for the meeting is enclosed with -----.
- a. circular b. press release c. memo d. notice

Q2. Answer any one out of three questions.

(10)

- a) Discuss the various types of conference and their disadvantages.
- b) Discuss the need for a committee and explain the different types of committees.
- c) Explain the different types of interviews?

Q3. Answer any one out of three questions.

(10)

- a) Explain the measures that can be taken by an organization to promote External Public Relations.
- b) What are the different types of meeting? Explain the role of chairman in a meeting.
- c) Draft a notice and agenda for the annual general meeting of RPL Auditors and Co. Also, draft Resolutions for the following:
 - a) Appointment of Auditors.
 - b) Adoption of common seal

Q4. Answer any one out of three questions.

(10)

- a) You had ordered 3 books from Amakon In, an online Bookselling company. Two of the books in the package received by you were in a damaged condition. Write a letter of complaint, asking for either a replacement or a refund. Use the Modified Block Layout.
- b) You want to buy new range of sarees for your store. Write a letter of inquiry to Saroj Handlooms, inquiring about their prices and designs. Use a full-block layout.
- c) Draft a Sales letter to promote sale of a Shampoo in Semi-Block layout.

Q5. Answer any one out of three questions.

(10)

- a) Your application for passport has not been processed in spite of having submitted all required documents. Draft a letter under the RTI act for the same.
- b) A committee has been appointed to investigate the cause of declining sales in cosmetics. Draft an investigative report with suitable recommendations.
- c) Rajesh Shah purchased an A2 Washing Machine from Yudhan Sales. However, within the warranty period of 1 year, the machine stopped operating and Yudhan Sales failed to rectify the defect. The Manufacturer, A2 Ltd. were also unable to repair the machine. Draft a letter addressed to Consumer Redressal Forum seeking compensation. Use full block layout.

Q6. A) Short Notes: (Attempt any one short note)

(05)

- a) Types of conferences.
- b) Advantages of conferences

B) Summary writing:

(05)

The governor of the Reserve Bank of India has said that the central bank was in the process of implementing the recommendations of the working group set up to review the system of on-site supervision over banks. This, he said, would ensure continuous and quick follow-up of corrective action in specific areas of supervisory concern identified during the RBI's annual inspection. Addressing the All India Conference of Chartered Accountants, the governor said that a strong system of supervision was essential for a sound banking system. "There has to be an alert mechanism for monitoring compliance with the prudential regulations and directives of the central bank." The RBI has stepped up initiatives to evolve a system of continuous and focused surveillance. In addition to setting up the Department of Supervision in December, 1993, and the Board of Financial Supervision in November, 1994, the RBI had put into place a regular quarterly system of off-site surveillance in March, 1996. In short, the supervisory

system has been considerably strengthened in the last few years, he said. In addition to the supervisory system being revamped, the banks have been asked to strengthen their internal control machinery. He also emphasised the importance of the concurrent audit in the timely detection of irregularities and lapses. External auditors would have to play an important role in maintaining the overall soundness of the system. Mr. Rangarajan added that in addition to preparing the audit report on financial statements, auditors are also required to submit the long term audit report. Mr. Rangarajan said that the reform process had started yielding results. Operating profits of the 27 PSBs had improved from ₹ 5,629 crore in 1994-95 to ₹ 7,569 crore in 1995-96 (280 words)