

FOUNDATION COURSE

PAPER 2: SECTION-B: BUSINESS CORRESPONDENCE AND REPORTING

Max Marks: 40

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

The long, **anxious**, and frustrating wait by people outside banks and ATMs across the country over the last five days is an inevitable consequence of the decision to demonetise notes of Rs.500 and Rs.1,000. When 86 per cent of the value of notes in circulation turns suddenly invalid, as it did with Prime Minister Modi's 'surgical strike' last week, a certain degree of disruption and pain is unavoidable. But the question is whether this **chaos** could have been anticipated and managed better than it has been.

Replacement of the demonetised notes is a time-consuming exercise that requires planning of the highest order. The experience of the last few days shows that preparation was lacking and the **transition** could have been handled much better. ATMs are running out of cash quickly while banks are dispensing more of the Rs.2,000 notes than those of lower denominations. What use is a high-value note if there is not enough smaller currency to make an exchange? Of course, it was never an easy task for the Reserve Bank of India and the Centre to strike the right balance between secrecy and storing adequate quantity of notes for quick distribution. All the same, there are at least a couple of issues that could have been addressed differently.

The new Rs.500 notes that hit the market on Monday could have been released immediately after the announcement last week. Putting out new Rs.500 notes along the Rs.2,000 notes would have placed much less strain on those of the Rs.100 denomination, which are anyway in short supply. Second, it appears that officials woke up a little late to the issue of recalibrating ATMs. At least a day, if not more, was lost as banks realised the ATMs would not be able to dispense the new notes. The communication with the public, who were in a state of panic, could have been better, too.

Thankfully, the Centre has woken up to **ease** the pressure on the system by increasing withdrawal limits, allowing for petroleum outlets and hospitals to accept the old series of notes until November 24 and pushing more cash through post offices. The worst-affected are people in rural areas and villages where cash is king and the banking system's penetration is poor. The decision to relax cash-holding limits for banking correspondents, the crucial link between banks and villages, to Rs.50,000 and allowing them to replenish multiple times a day should help in faster distribution. This ought to have been done much earlier. The cash crunch of the last few days is certain to have an adverse impact on

consumption spending, especially in the rural areas, with the resultant effect on the economy in the third quarter.

1. Which, according to the author, of the following is/are the true reasons behind Modi's 'surgical strike' on black money?

1. It is a push towards a cashless economy
2. To lower cash circulation in the country which is directly related to corruption in our country.
3. To tackle black money in the economy.
4. It is PM's stint to win forthcoming elections.
5. Other than those given in the options.

2. Why do you think that the replacement of the demonetised notes is a time-consuming exercise?

1. It takes more than 50 days to replace demonetised notes.
2. Demonetisation is a 'futile exercise' to target black money and fake currency.
3. The government was lazy enough to issue the decision of demonetisation before.
4. Replacement process requires planning of the highest order and careful implementation.
5. Other than those given in the options.

3. How, according to the author of the passage, demonetisation could have been addressed differently?

1. Announcing the government openly regarding its intention to introduce the new currency Rs 2,000 into the economy.
2. Configuring ATMs to dispense new currency.
3. Introducing lower denomination (Rs 500) note before or along with issuing a higher denomination (Rs 2000) for exchange.
4. Increasing the number of mobiles, micro ATMs especially in rural areas.
5. Other than those given in the options.

4. Why do you think that after the Prime Minister Modi's 'surgical strike' last week, a certain degree of disruption and pain was unavoidable?

1. Because this surgical strike would reduce some part of black wealth to zero.
2. Because of this surgical strike, the overall level of consumption has fallen down –even with the white money.
3. Because of this surgical strike, ATMs queues were getting longer with each passing day.
4. Both (2) and (3)

5. All of the above.

5. Which among the following is similar in meaning to the word 'chaos' as used in the passage?

1. Uncertainty
2. Disorder
3. Jumble
4. Indecision
5. Other than those given in the options

(b) Read the passage

- (i) Make notes, using headings, sub headings, and abbreviations whenever necessary. **(3 marks)**
- (ii) Write summary **(2 marks)**

Occasional self-medication has always been part of normal living. The making and selling of drugs has a long history and is closely linked, like medical practice itself, with belief in magic. Only during the last hundred years or so, as the development of scientific techniques made it possible diagnosis has become possible. The doctor is now able to follow up the correct diagnosis of many illnesses- with specific treatment of their causes. In many other illnesses of which the causes remain unknown, he is still limited, like the unqualified prescriber, to the treatment of symptoms. The doctor is trained to decide when to treat symptoms only and when to attack the cause. This is the essential difference between medical prescribing and self-medication.

The advance of technology has brought about much progress in some fields of medicine, including the development of scientific drug therapy. In many countries public health organization is improving and people's nutritional standards have risen. Parallel with such beneficial trends are two which have an adverse effect. One is the use of high pressure advertising by the pharmaceutical industry which has tended to influence both patients and doctors and has led to the overuse of drugs generally. The other is emergence of eating, insufficient sleep, excessive smoking and drinking. People with disorders arising from faulty habits such as these , as well as well from unhappy human relationships , often resort to self –medication and so add the taking of pharmaceuticals to the list .Advertisers go to great lengths to catch this market.

Clever advertising, aimed at chronic sufferers who will try anything because doctors have not been able to cure them, can induce such faith in a preparation, particularly if steeply priced, that it will produce-by suggestion-a very real effect in some people .Advertisements are also aimed at people suffering from mild complaints such as simple cold and coughs which clear up by themselves within a short time.

These are the main reasons, why laxatives, indigestion-remedies, painkillers, cough-mixtures, tonics, vitamin and iron tablets, nose drops, ointments and many other preparations are found in quantity in many households. It is doubtful whether taking these things ever improves a person's health, it may even make it worse. Worse, because the preparation may contain unsuitable ingredients; worse because the taker may become dependent on them; worse because they might be taken excess; worse because they may cause poisoning , and worst of all because symptoms of some serious underlying cause may be asked and therefore medical help may not be sought. Self-diagnosis is a greater danger than self-medication

Question 2

(a) Define visual communication. (1 mark)

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

Fissure

- | | |
|-------------|-----------|
| 1. Opening | 2. Big |
| 3. To fetch | 4. Excite |

(1 mark)

ii. select a suitable antonym for the word given in question.

Vex

- | | |
|------------|-----------|
| 1. Comfort | 2. Verify |
| 3. Annoy | 4. Amused |

(1 mark)

iii. Change the following sentence to indirect speech:

"I have been to Spain", he told me.

(1 mark)

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

Teaching is the noblest of professions. A teacher has a sacred duty to perform. It is he on whom rests the responsibility of moulding the character of young children. Apart from developing their intellect, he can inculcate in them qualities of good citizenship, remaining neat and clean, talking decently and sitting properly. These virtues are not easy to be imbibed. Only he who himself leads a life of simplicity, purity and rigid discipline can successfully cultivate these habits in his pupils.

Besides a teacher always remain young. He may grow old in age, but not in spite. Perpetual contact with budding youths keeps him happy and cheerful These are moments when domestic worries weigh heavily on his mind, but the delightful company of innocent children makes him overcome his transient moods of despair.

(5 Marks)

Question 3

(a) Write any four barriers to effective communication?

(2 Marks)

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

(i) Despot

(1) Tyrant

(2) Storage

(3) Hot meal

(4) Against

(1 Mark)

(ii) Illicit

(1) Storage

(2) Emotional

(3) Unlawful

(4) Grand

(1 Mark)

(iii) Change the following sentence into indirect speech:

The Shopkeeper says, "prices are shooting up alarmingly."

(1 Mark)

(c) Write circular addressing to the employees regarding office timings.

(5 Marks)

Question 4

(a) (i) What are the characteristics of effective communication?

(2 Marks)

OR

(ii) What is diagonal communication?

(2 Marks)

(b) (i) Complete the expression by supplying a suitable preposition or adverb particle. Choose your answer from the options given in brackets.

We will take _____ this issue when we meet next week. (up/on/over)

(1 Mark)

(ii) Rewrite the following sentence in Passive Voice

The customer should receive the delivery by Friday.

(1 Mark)

(iii) Rewrite the following sentence in Active Voice.

He will be given a ticket for over speeding by the police officer.

(1 Mark)

(c) Write an article of about 250 words on the topic "Global warming".

(5 Marks)

Question 11

(a) What are the main steps in the process of communication? **(2 Marks)**

(b) Select the correct meaning of idioms / phrases given below:

(i) Storm in tea cup

(1) Crave for something

(2) Drink tea often

(3) Get into quarrel

(4) Making a big issue out of a small thing. **(1 Mark)**

(ii) To grease the palm

(1) Treat suffer

(2) To offer bribe

(3) To swim in deep sea

(4) To be in deep thought. **(1 Mark)**

(iii) Rewrite the following sentences in the active voice:

The entire district was destroyed by cyclone. **(1 Mark)**

(c) Write a memo letter informing the employees of all branches about the suspension order of Mr. Z, cashier, on charge of misappropriation of fund of the same office. **(5 Marks)**