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Total No. of Pages : 01

Total No. of Questions : 05

**B.Sc. (FD) Knits (2018 Batch) (Sem.-1)****ENGLISH****Subject Code : BTHU-103-18****M.Code : 75279****Time : 3 Hrs.****Max. Marks : 30****INSTRUCTIONS TO CANDIDATES :**

1. All Questions Are **COMPULSORY**.
2. Q1, Q2 and Q3 carry **FIVE** marks each.
3. Q4 and Q5 carry **SEVEN AND HALF** marks each.

Q1) Discuss the solutions to the barriers that can become obstacles in effective communication? (5)

Q2) What do you understand by report writing? Explain different types of reports and their formats. (5)

Q3) Analyse and interpret the following passage in your own words : (5)

*In 1994, the city of Surat in Gujarat (with a population of 2 million) was struck by pneumonic plague. During the heavy monsoon that year, there was flooding and water logging in low lying areas. Hundreds of animals died. In September, the whole system gave way, inviting the plague. Surat was known for its diamond business and also for its filth. Despite being one of the richest civic bodies in the country, the Surat Municipal Corporation had failed to provide basic sanitation and clean drinking water to a majority of the city's population. When the plague struck, Surat became a shunned city and 60% of the citizens fled. The economy was devastated and export of food grains from Surat was banned. Gradually the plague subsided and normalcy began to return. In May 1995, S. R. Rao, IAS, took over as the Municipal Commissioner of Surat. Faced with the city traumatized by the plague, Rao set to work. When he left Surat two years later, it was ranked as the second cleanest city in India after Chandigarh.*

Q4) Write a letter to your grandmother or grandfather asking about their well-being and the condition of their health. Also tell them about your plan of coming to meet them in the near future. (7.5)

Q5) Explain different types of communication in detail. (7.5)

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**

