

Q.1.A) Fill in the blanks (05)

1. In _____ interview the applicant is put under internal stress so that his reactions can be observed.
2. Full form of COD is _____
3. Persuasion means _____
4. _____ refers to a written intimation of the date, time, place and the business transacted in a meeting.
5. A question on which a vote is to be taken is called as _____

Q.1.B) State whether the following sentences are true or false (05)

1. Screening is an interview technique.
2. Goodwill is the good name of the organization
3. The internet is used to release information to the press.
4. Never ask for samples in a letter of Inquiry
5. The Right to Information Act was enacted in 2005.

Q.1.C) Define the following in one sentence (05)

1. Consumer rights
2. Videoconferencing
3. Public relations
4. Seminar
5. Agenda

Q.2) Write Short Notes on Any Three (15)

1. Selection interview
2. Stress interview
3. Types of meeting
4. Role of a chairperson of a meeting
5. Importance of meeting

Q.3) Answer any Two of the following (15)

1. What are the preparations made for holding a conference?
2. What is a committee? How is it different from a meeting or a conference?
3. What is public relations? State its importance.

Q.4) Draft any three letters out of the following (15)

1. Write a reply to New Bombay Cycle Mart, Airoli, Navi Mumbai regretting their inability to supply you the Santrex brand tri-cycles. Make a substitute offer.

P.T.O

2. Write a complaint letter to Goldy Book Depot, New Delhi for executing your order of books badly.
3. Write a sales letter to promote a sale of 'Shine' Toothpaste

4. Write a letter to Thane District Forum about a laptop you bought from a reputed company and which does not function properly. Explain how you failed to get your complaint redressed by the company in spite of several letters.

5. Draft a RTI petition for obtaining information of road repairing works done by your local municipal council.

Q.5.A) Write a progress report of sales department of a cosmetic company under your charge. (07)

Or

Q.5.A) Write a report of a two member committee that looked into the matter of decline in class attendance in a college. (07)

Q.5.B) Write a notice, agenda and any two resolutions for a Special Meeting of Premnagar CHS Ltd., Thane (04)

Q.5.C) Write a summary of the following passage and give a suitable title to it. (04)

There are grave defects in our present educational system and so long as these defects are not removed the results of the system are bound to be of an unsatisfactory and even disappointing character. The principal defect that must strike everyone who is conversant with the system is the fearful amount of cramming that prevails on all sides of us—from the first vernacular standard to the highest degree examination. More than 90 per cent of our students pass through the whole of their educational course, placing their main reliance on cramming, in primary schools, in secondary schools, in colleges, it is with them one continuous, ceaseless act of cramming. What wonder, therefore, if as soon as they finish their educational course so many of them are seized with an insurmountable, a fatal aversion to studies of every kind! This is a great, a real evil, and what is worse, it is steadily on the increase.

From the first vernacular standard to any degree examination, the course extends over a period of fifteen years, the primary school course takes four years, the high school course is of seven years and the college course extends over four years more. An average student may take about eighteen years to finish the whole of this course. He may fail once or twice in the college. Now if you ask a young man to carry on his head a big load for a period of eighteen years continuously, is it strange that his growth should be stunted and he becomes an intellectual and moral dwarf? Look at our primary course. Think of its dull, mechanical monotony. The same text-book, the same standards, the same methods of teaching! What is true of primary school is also true for the most part of secondary schools. Here too, we have the same mechanical methods of teaching, the same listless work on the part of the boys, the same want of a living factor to suit the studies to the taste of students and make them an object of interest and delight and not a necessary burden. One would imagine that things might, at any rate, improve when a student has completed his high school course and begins his University studies. But even here the system of examination stands in his way and for the most part prevents him from straying beyond the text book appointed.

१. _____ मुलाखतीमध्ये अर्जदारास तणावाखाली ठेऊन त्याच्या प्रतिक्रिया जाणून घेतल्या जातात.
२. COD चे पूर्णरूप _____ आहे.
३. मनपरिवर्तन म्हणजे _____
४. _____ ही एखादया बैठकीची वेळ, दिनांक, ठिकाण आणि कामकाजाविषयीची माहिती असते.
५. एखादया प्रश्नावर मत घेणे म्हणजे _____ होय.

प्र. १ ब) खालील विधाने चूक की बरोबर ते सांगा. (५)

१. पडताळणी करणे एक मुलाखतीचे तंत्र होय.
२. गुडवील हे एखादया संघटनेचे शुभ नाम आहे.
३. प्रेसला माहिती देण्यासाठी इंटरनेटचा वापर होतो.
४. चौकशीपत्रामध्ये नमून्याची मागणी करू नये.
५. माहितीचा अधिकार २००५ साली पास केला गेला.

प्र. १ क) एका वाक्यात व्याख्या लिहा. (५)

१. ग्राहक हक्क
२. दूरचित्रवाणी परिषद
३. जनसंपर्क
४. चर्चासत्र
५. कार्यक्रमपत्रिका

प्र. २ टिपा लिहा. (कोणत्याही तीन) (१५)

१. निवडीची मुलाखत
२. ताणतणाव मुलाखत
३. बैठकीचे प्रकार.
४. अध्यक्षीय बैठकीतील भूमिका
५. बैठकीचे महत्व

प्र. ३ खालिलपैकी कोणत्याही दोन प्रश्नांची उत्तरे लिहा (१५)

१. परिषदेचे आयोजन करण्यासाठी कोणती तयारी करावी लागते ते लिहा ?
२. समिती म्हणजे काय ? आणि ती बैठक किंवा परिषदेपेक्षा कशी वेगळी असते ते लिहा.
३. जनसंपर्क म्हणजे काय ? जनसंपर्काचे महत्व विषद करा.

प्र. ४ खालिलपैकी कोणतेही तीन पत्रे लिहा (१५)

१. तुम्ही ऑर्डर केलेल्या सॅन्ट्रेक्स ब्रॅन्ड कंपनीच्या तीनचाकी सायकल्सचा पूर्वठा न करू शकणारे पत्र न्यु बॉम्बे सायकल मार्ट , ऐरोली, नवी मुंबई या व्यापारी संस्थेमार्फत लिहा.
२. तुमची पुस्तकाची ऑर्डर व्यवस्थीतरित्या न दिल्याने गोल्डी बुक डेपो, नवी दिल्ली येथे एक तक्रार पत्र लिहा.
३. 'शाईन' टूथपेस्टची जाहीरात करणारे एक विक्रीपत्र लिहा.
४. तुम्ही एका नामांकीत कंपनीकडून विकत घेतलेला लॅपटॉप व्यवस्थीत काम करत नाही यासाठीचे एक पत्र ठाणे जिल्हा मंचाला लिहा. तसेच वारंवार तक्रार करून देखील तक्रारीचे निवारण झाले नाही हेही स्पष्ट करा.
५. एका स्थानिक नगर परिषदेने केलेल्या रस्त्याच्या दुरूस्तीची माहिती मिळविण्यासाठी माहिती अधिकारपत्र लिहा.

प्र. ५ अ) तुमच्या अधिकारातील एका सौंदर्य प्रसाधने निर्माण करणा-या कंपनीचा प्रगती अहवाल तयार करा. (७)

किंवा

प्र. ५ अ) एका महाविद्यालयाच्या वर्गातील कमी उपस्थितीबाबतचा द्विसदस्यीय अहवाल तयार करा. (७)

प्र. ५ ब) प्रेमनगर CHS, ठाणे (प.) च्या एका विशेष बैठकीसाठी सूचना; कार्यक्रमपत्रिका आणि दोन ठराव तयार करा. (४)

प्र. ५ क) पुढील परिच्छेदाचे सारांशलेखन करा आणि शीर्षक द्या. (४)

There are grave defects in our present educational system and so long as these defects are not removed the results of the system are bound to be of an unsatisfactory and even disappointing character. The principal defect that must strike everyone who is conversant with the system is the fearful amount of cramming that prevails on all sides of us—from the first vernacular standard to the highest degree examination. More than 90 per cent of our students pass through the whole of their educational course, placing their main reliance on cramming, in primary schools, in secondary schools, in colleges, it is with them one continuous, ceaseless act of cramming. What wonder, therefore, if as soon as they finish their educational course so many of them are seized with an unsurmountable, a fatal aversion to studies of every kind! This is a great, a real evil, and what is worse, it is steadily on the increase.

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