

## ANKYLOSIS

TIME : 2 hrs.

MARK : 50

**Instruction :** 1) Attempt all questions  
2) Figures to the right indicate full marks.

- Q.1 A) What is a committee? Explain the various types of Committees in detail. 10
- OR**
- B) Discuss the role of the interviewer and the interviewee. 10
- OR**
- C) What is internal public relations? Describe some of the ways public relations personnel can use to build good will within the organisation? 10
- Q.2 A) Draft the Notice with Agenda of the First Board Meeting of the Directors of 'N.K.O Company Ltd.' Mumbai - 20. 04
- B) **Draft the Resolutions for the following :** 04
- a) Appointment of Auditors.
- b) Common Seal.
- Q.3 A) As the Gymkhana Secretary of your College, write a letter to the 'Pioneer Stores', Mumbai asking for their catalogue of sports materials required for the year 2009-2010. 06
- B) You have received a complaint from a valued customer from Pune, pointing out that the steel furniture he had ordered for a special occasion has arrived in a badly damaged condition. Though the fault is of the transport company, you have decided to replace the damaged furniture. Draft your reply. 06
- Q.4 A) **Draft the sales letter of any One of the following :-** 06
- 1) Non - fattening edible oil.
- 2) A new brand of ice-cream.
- 3) Food processor.
- Q.4 B) You had found a 2 cm glass piece in a cough syrup bottled and distributed by 'Care Pvt. Ltd.' In spite of your repeated letters of complaint the company has not responded. Write to the Mumbai Consumer Forum asking them to help you get suitable compensation. 06
- Q.5 A) As the General Secretary of the students Council you have been asked by the Principal to prepare a report on the performance of students at various inter-collegiate cultural events. Submit your report (individual) along with recommendations. 08
- OR**
- B) The workers of a larger industrial house have gone on an indefinite strike. The management has appointed a committee to look into the causes of the worker's unrest. Submit the findings of the findings of the committee in the form of a report. 08

